

# CITY AND ENVIRONMENT DIRECTORATE (CED)

## POSITION DESCRIPTION

### POSITION DETAILS

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**Position title:** Senior Licensing Officer

**Locations:** 480 Northbourne Ave Dickson and Stromlo depot, with field work

**Classification:** Senior Officer Grade C (SOG C)

**Reports to:** Executive Branch Manager

**Position number:** P37541

**Date last reviewed:** June 2026

**Division:** Access Canberra

**Business unit:** Environment and Specialised Regulation

**Position requirements:** Working With Vulnerable People registration; National Police Check; manual driver licence

Note: This position may be exposed to sensitive and traumatic situations and material, including potential to encounter aggressive or agitated customers, as well as viewing images and other materials associated with animal cruelty and injuries to people and/or animals.

### DIRECTORATE OVERVIEW

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The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

## DIVISION OVERVIEW

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### What we do

At Access Canberra, we are all about giving people easy access to ACT Government regulatory services, payments and information while offering great customer experience. We help community organisations, business and individuals work with the ACT Government and constantly look for new ways to deliver our services.

Access Canberra is unique to the ACT Government; we work across many different regulatory and customer service areas to support the delivery of regulatory reform and red tape reduction, drive government priorities and implement new initiatives. We actively engage in a risk and harm approach to compliance across a broad range of industry sectors to build a strong economy, safe community and sustainable environment.

### Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?"

### What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Canberra community.
- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise.
- A flexible workplace enabling activity-based work in a fun and creative environment.

## BUSINESS UNIT OVERVIEW

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The Environment and Specialised Regulation (ESR) Branch works across sectors to protect the community and environment, and to ensure that critical services meet their regulatory obligations.

ESR delivers its functions through a range of regulatory portfolios, including as regulator for:

- animal welfare and domestic animals
- environment protection and nature conservation
- utilities and waste.

Across these portfolios, ESR regulates the activities of individuals, businesses and other entities under the following legislation:

- *Animal Welfare Act 2000*
- *Biosecurity Act 2023*
- *Cemeteries and Crematoria Act 2020*



- *Clinical Waste Act 1990*
- *Domestic Animals Act 2000*
- *Environment Protection Act 1997*
- *Fisheries Act 2000*
- *Lakes Act 1976*
- *Nature Conservation Act 2014*
- *Stock Act 2005*
- *Utilities (Technical Regulation) Act 2007*
- *Water Resources Act 2007*

These regulatory functions are exercised within the framework of Access Canberra [policies, accountabilities and reporting](#), and the CED Regulatory Strategy and Regulatory Governance Framework. These foundation documents establish ESR's objectives as a regulator and support consistent, transparent and accountable decision-making.

## **POSITION PURPOSE**

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The Senior Licensing Officer plays a critical role in supporting a safe, fair, and well-regulated Canberra community by delivering risk-informed licensing and regulatory services across a range of sectors. The role fosters a cohesive and collaborative work environment, ensuring licensing officers are supported, well-informed, and equipped to deliver consistent, high-quality regulatory outcomes.

Working closely with teams across the Directorate, the Senior Licensing Officer contributes to the coordinated assessment, determination, and management of complex and sensitive licensing matters. This includes high-risk licence applications, renewals, and compliance issues across diverse regulatory frameworks. The role supports an integrated, risk-based approach, ensuring information is shared and licensing decisions are consistent, proportionate, transparent, and aligned with legislative requirements.

As a leader within the ESR Branch, the Senior Licensing Officer strengthens the Directorate's capacity to administer licensing frameworks effectively, supporting adherence to legislation and promoting community confidence in regulatory systems. The role provides leadership, technical expertise, and professional guidance to staff, ensuring decisions are evidence-based, defensible, and procedurally fair, and reflect contemporary regulatory practice.

The Senior Licensing Officer holds accountability for a range of statutory and administrative functions, including exercising delegated decision-making powers, conducting reviews, and supporting compliance and enforcement actions where required. These functions are undertaken in accordance with relevant legislation and regulatory principles, including natural justice, human rights considerations, sound record-keeping, and consistent application of policy and procedure.

## DUTIES / RESPONSIBILITIES

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Under limited direction:

1. Assess, prepare and approve licence applications and approvals under various legislation relating to Flora and Fauna in the ACT. Manage licensing systems and the provision of information to the public, stakeholders and government agencies on the regulations and laws relating the conservation of flora and fauna in the ACT.
2. Undertake inspections and audits of licences and manage registration renewals and licence amendments including the creation and maintenance of registry files in accordance with the *Territory Records Act 2002*.
3. Provide high quality customer services in person, via email or telephone as necessary and perform the role of receiver of public monies.
4. Provide input into ministerial and media responses and other briefing material as relating to flora and fauna licensing and regulation.
5. Administer the regulatory and compliance aspects of the legislation administered by the Branch, including animal handling, and provide high level advice about licensing related compliance issues encountered.
6. Lead licensing training and education to staff, including staff development, advice, guidance and/or mentorship to officers where appropriate.
7. Develop and maintain positive working relationships with key external bodies, including other ACT and Commonwealth agencies, stakeholders and community organisations. Represent the Branch, Access Canberra, CED and/or statutory office holders at meetings and forums, including interjurisdictional meetings and community engagements.
8. Understand and work within the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect Equity and Diversity framework.
9. Participate in an after-hours callout roster where appropriate to provide emergency responses to breaches of administered legislation.
10. This position may involve direct supervision of staff.

## SELECTION CRITERIA (CAPABILITIES)

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Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. A demonstrated high level of professional knowledge and expertise including experience in the assessment and creation of complex licenses and approvals under various legislation, and providing clear, accurate and timely advice to support regulatory and compliance outcomes.

2. High level communication and interpersonal skills, both written and verbal, and the ability to negotiate and liaise with a variety of stakeholders, including representatives of regulated entities, individuals and community members
3. Demonstrated ability to organise priorities and display initiative, flexibility and a capacity to make sound judgements in a regulatory and compliance field. Demonstrated ability to complete tasks, set priorities and meet challenging deadlines within a complex and demanding environment.
4. Demonstrated ability to consistently display commitment and leadership in high quality customer service principles, practices and attributes; combined with the ability to work independently and collaboratively to achieve shared objectives and outcomes.
5. Demonstrated commitment to workplace health, safety and wellbeing, including safe work practices in field based and regulatory environments. Commitment to the principles of workplace diversity, participative work practices, workplace health and safety, and compliance with the requirements of the *Territory Records Act 2002*.
6. Ongoing commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

## **COMPLIANCE REQUIREMENTS / QUALIFICATIONS**

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- A Diploma of Government Investigations, or ability to obtain within the first 12 months of employment, is highly desirable.
- A minimum of two years' experience working within a licensing and/or regulatory environment will be highly regarded.
- A manual drivers licence is highly desirable.
- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.
- This position requires medical and psychological testing.
- This position does require a Working with Vulnerable People Check.
- This position does require a National Police Check.
- This position does not require a Security Clearance.

## **WORK ENVIRONMENT DESCRIPTION**

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The following work environment description outlines the inherent requirements of the role of Senior Licensing Officer and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

<b>ADMINISTRATIVE</b>	<b>FREQUENCY</b>
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never
<i><b>The position is in an activity based work environment</b></i>	

<b>STANDARD HOURS</b>	<b>FREQUENCY</b>
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent paid overtime	Occasionally
Rostered shift work	Occasionally

<b>SOCIAL DEMANDS</b>	<b>FREQUENCY</b>
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Frequently

<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

<b>MANUAL HANDLING</b>	<b>FREQUENCY</b>
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never

Climbing	Never
Reaching	Never
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

<b>TRAVEL</b>	<b>FREQUENCY</b>
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

<b>SPECIFIC HAZARDS</b>	<b>FREQUENCY</b>
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Occasionally
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

<b>OTHER</b>	<b>FREQUENCY</b>
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Frequently