



POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Position Number: 37890, several

Division: Office of Industrial Relations and Workforce Strategy

Classification: Administrative Service Officer Grade 5

Business Unit: Recruitment and Information Services

Location: Winyu Gungahlin, Hybrid

Position Title: Senior Recruitment Officer

Last Reviewed: April 2026

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the public sector and works collaboratively within government and with the community to achieve positive outcomes.

As a central agency, CMTEDD provides strategic advice and support to the Chief Minister, directorate Ministers and Cabinet on policy, economic and financial matters, service delivery, whole of government issues and intergovernmental relations. The Directorate facilitates the implementation of government priorities, drives initiatives as well as leads the strategic direction for the ACT Public Service (ACTPS), to ensure that it is well positioned to perform its role.

DIVISION OVERVIEW

The Office of Industrial Relations and Workforce Strategy (OIRWS) was established to continuously improve ACT employment conditions and workforce productivity. It brings together the staff, systems, and infrastructure responsible for ACT public sector workforce planning, health, safety, integrity and employment conditions, the ACT industrial relations policy and legislative arms and related service areas. It will:

- optimise ACT workplace relations regulatory frameworks by monitoring the performance of and reforming work health and safety, workers' compensation, public sector employment, workplace privacy and portable long service leave legislation;

- provide community and government property management and accommodation services and manage the Secure Local Jobs Code; and
- build the capacity, capability, and agility of the ACTPS by:
 - developing and leading innovative workforce transformation strategies, policies, and programs;
 - devising and delivering workers' compensation, health safety and wellbeing services and programs that improve workforce health and resilience;
 - developing progressive employment policy and promoting its consistent and compliant application;
 - ensuring exemplary professional standards and accountability via integrity practice and frameworks; and
 - providing efficient and effective support services to the ACT public sector including financial functions, payroll, and recruitment.

The work of the OIRWS will develop and maintain cooperative and constructive relationships with its stakeholders, focusing strongly on education, consultation and awareness raising. The intent is to build greater trust with, and between, all stakeholders and ensure that employee workplace experiences are consistent across the ACT public sector. The OIRWS has a broad remit across the people, service, policy, regulatory and property portfolio and is organised around four key pillars:

1. **ACTPS Future Workforce Strategy Group**, including the Workforce Strategy, Leadership and Capability Branch; Innovation, Change and Strategy and Transformation Office (STO) Branch; Cultural Transformation Branch; Finance and Process Improvement Branch; and Education, Engagement and Communication team.
2. **ACTPS Public Sector Employment Group**, including Industrial Relations; Shared Services Payroll, HR Services Branch and HR Service Desk Operations Branch; and the Workforce Governance and Recruitment Branch;
3. **Work Safety Group**, including Policy Branch and Strategy and Services Branch; and
4. **Property and Government Insourcing Group**, including Property Branch; Government Insourcing Branch; and Secure Local Jobs Code Branch.

BUSINESS UNIT OVERVIEW

Recruitment and Information Services is responsible for providing whole of government services including recruitment, assessment and referral of excess and potentially excess officers, management of the employee self-service system HR21, executive engagement and employment contract management, position, and organisation management, and governance of human resources information.

POSITION OVERVIEW

Senior Recruitment Officers manage cases and projects, working on more complex recruitment and HR information requests, customer service issues and change management activities. They exercise sound judgement and operate with a high degree of autonomy within established legislation, policies and procedures, providing guidance to staff on quality assurance and operational support to team supervisors. They regularly liaise directly with stakeholders and customers at all levels across the ACT Government and contribute to service delivery improvements and broader workforce outcomes.

WHAT YOU WILL DO

1. Deliver efficient and effective complex recruitment and HR information services such as:
 - Allocation and management of recruitment actions to recruitment officers in the areas of advertising, onboarding and position management. This involves exercising decision-making, re-allocation and prioritisation of work, and management of escalations in a sensitive manner meeting key performance indicator requirements.
 - Management and oversight of mentoring, training and skills development of new/existing staff. Contribution and continual review of standard operating procedures in line with business requirements, legislation and policy, including identifying and implementing opportunities for continuous improvement.
 - Case management and coordination of more complex position management and recruitment campaigns including executive, advertising, and bulk onboarding processes.
 - Operational support and management of quality assurance of requests, general enquiries, customer advice, guidance to team members and assistance assigning requests.
 - Take accountability for the quality, accuracy and timeliness of recruitment and HR service delivery outputs, including identifying and managing risks where appropriate.
2. Communicate and liaise effectively and efficiently with customers and stakeholders including executives providing high quality customer service and advice in line with branch Key Performance Indicators (KPIs) in a dynamic and high-paced environment.
3. Use several IT systems and databases to manage data, information and records in accordance with standard procedures meeting legislation requirements.
4. Foster and develop a customer centric culture and contribute to initiatives which continually improve customer satisfaction and service delivery, including system and process enhancements.

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. The ability to research, understand, interpret, and communicate relevant HR material including complex legislation, policy, and guidelines for the purpose of resolving complex cases and supporting staff to deliver accurate recruitment services.
2. Demonstrated ability to exercise sound judgement and manage team workloads and work independently within a high-volume customer facing environment.
3. Demonstrated experience managing and providing guidance and support to staff, including the ability to identify areas for development and deliver training.

Behavioural Capabilities

4. Demonstrated organisational and time management skills with flexibility to prioritise workloads to meet deadlines and reprioritise work according to changing priorities.
5. Well-developed relationship management skills, including excellent written and verbal communication skills with the ability to liaise with a range of key stakeholders.
6. Contribute to initiatives that aim to continually improve customer satisfaction and service delivery, including identifying opportunities for innovation and improvement.
7. Foster a work environment where all staff feel supported and included, aiming to eliminate psychosocial risks for the success of both the individual and the team.

WORK ENVIRONMENT DESCRIPTION

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

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
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	Frequently
Frequent overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
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	Occasionally
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Frequently

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Occasionally

Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never