Directorate	Education
Division	Complex Behaviour Support & WHS
Temporary/Permanent	Temporary
Position Number	P58983
Classification	Administration Support Officer 5
Position Title	Exemptions Officer
Immediate Supervisors	Director Case Management and Exemptions

---

Branch Overview

The Complex Behaviour Support and WHS Branch works with schools to improve student safety, engagement and learning outcomes by strengthening school capacity in using evidence based universal strategies for all students and selected and targeted supports for individual students demonstrating complex and challenging behaviours.

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.

Position Overview

The Exemptions Officer is responsible for end-to-end processing of Exemption Certificate Applications for all ACT schools (Public, Catholic and Independent), ensuring decisions are procedurally fair, timely, accurate, and compliant with legislative and policy requirements. The role is responsible for assessing complex and sensitive matters, ensuring decision and recommendations are consistent and adhere to legislative and policy requirements.
The Exemptions Officer prepares detailed briefing materials, certification and correspondence to support the delegate in the decision-making process. The role provides advice to schools and families, manages enquiries and supports continuous improvement by helping to refine processes, guidance materials and work practices.

Duties and Responsibilities
In accordance with Directorate Policies:

1. Receive, validate, and register applications against statutory and policy requirements. Identify incomplete submissions; request further information and assist applicants to meet requirements.

2. Prioritise applications based on need and requested period of exemption.

3. Independently assess applications, including complex cases by applying legislation, guidelines and past decisions to form evidence-based recommendations.

4. Prepare detailed briefing materials, certification and correspondence to support the decision making of the delegate.

5. Manage stakeholder interactions, providing clear, consistent and accurate information, including legislative requirements.

6. Manage inbound enquiries, explain processes, decision outcomes and expected timeframes and escalate sensitive or complex matters to senior staff in a timely manner.

7. Contribute clear and accurate input to the development, review and continuous improvement of exemption procedures, templates and guidance material.
8. Maintain accurate record keeping and data base requirements while maintaining privacy and confidentiality.

9. Provide general administrative and secretariat duties as required.

Selection Criteria

1. Demonstrated understanding of the legislative requirements of the full-time participation in education requirements for all children and young people from the age of 6 to 17.
2. High-quality written communication skills—case notes, briefs, and decision correspondence that are clear, accurate, and audience-appropriate.

3. Strong stakeholder management and client service skills, including managing enquiries and sensitive conversations.
4. Proven ability to manage time and priorities in a high-volume environment, meeting timeliness and quality standards.

5. Commitment to integrity, confidentiality, and data quality; proficiency with case management and MS 365 tools.

6. Demonstrated practice of the ACT Public Service values of collaboration, respect, integrity and innovation and the ability to apply equity and diversity, participative management and work health and safety principles and practices in the workplace.

How to Apply

Please submit a response to the selection criteria (maximum 2 pages), a current CV/resume and contact details for 2 referees.

Applications should be submitted via the Apply Now button below.

Note:

- A merit pool will be established from this selection process and may be used to fill identical vacancies over the next 12 months.
- Applicants may be selected on written applications and referee reports only.