POSITION DESCRIPTION

Organisation:	ACT Long Service Leave Authority (ACT Leave)	**Position number:**	40332
Business unit:	Operations	**Classification:**	Senior Officer Grade C
Position title:	Assistant Director, Benefits	**Location:**	Bruce ACT
		Last reviewed:	July 2026

Who we are

The Long Service Leave Authority (ACT Leave) is a Statutory Authority of the ACT Government responsible for the administration of portable long service leave benefit schemes for covered industries within the ACT.

Our vision is to make portable long service leave universally understood and recognised as an important and accepted part of the employment landscape. Our activities are determined by the *Long Service Leave (Portable Schemes) Act 2009*, and we are governed by a Board of Directors appointed under the legislation. ACT Leave is led by the Chief Executive Officer and Registrar, supported by an Executive Team.

ACT Leave provides staff with flexible working arrangements and access to a range of roles and professional development and training opportunities tailored to their career goals and ambitions. Our values: Responsive, Reliable, Approachable, Transparent, and Informative, are at the core of our organisation. We display these values in everything we do, to deliver quality customer service outcomes, exhibit teamwork, be proactive and willing to continuously improve, be outcome focused, accountable for our actions and promote and maintain public confidence in our work.

For more information about ACT Leave, visit our website https://actleave.act.gov.au/

About your team

Reporting to the Assistant Director, Benefits, the Benefits Team is responsible for the day-to-day assessment, processing and payment of long service leave benefit claims. This team works alongside colleagues responsible for client services and compliance to ensure workers receive timely and accurate access to their entitlements.

Your contribution

Reporting to the Director, Operations, the Assistant Director, Benefits is responsible for the quality, accuracy and legislative compliance of ACT Leave's long service leave benefit claims and payments. This role leads legislative interpretation, quality assurance and process improvement across benefits administration, overseeing the Benefits Team's day-to-day assessment, missing service identification and payment activities. The role ensures the requirements of the *Long Service Leave (Portable Schemes) Act 2009* are interpreted consistently and applied accurately to operational processes and individual claims. The role works closely with colleagues across the Operations Team to maintain a consistent, accurate and compliant approach to benefits administration.

Legislative interpretation and application

- Interpret the requirements of the *Long Service Leave (Portable Schemes) Act 2009* and translate these into clear operational policy, procedures and guidance for benefits assessment, payment and claims processing.
- Provide advice on complex legislative interpretation issues, ensuring positions are well-reasoned and defensible.

- Monitor changes to relevant legislation and scheme rules, assessing implications for benefits administration and updating policy and guidance accordingly.
- Review and determine complex, disputed or high-risk claims escalated by the Benefits Team, or refer matters to the Director, Operations as required.

Quality assurance and compliance oversight

- Manage the quality assurance program for benefit claims, ensuring assessment and payment decisions are procedurally fair, well-evidenced and defensible.
- Oversee the team's maintenance of accurate worker records and claims documentation across ACT Leave's systems, ensuring data integrity and supporting reporting requirements.
- Monitor claims processing performance against timeframes specified in the *Long Service Leave (Portable Schemes) Act 2009*, identifying and addressing systemic delays, backlogs or compliance risks, and escalating issues to the Director, Operations as required.
- Prepare quality assurance and compliance reporting for the Director, Operations and Executive Team, highlighting trends, risks and areas for improvement.

Stakeholder and cross-team engagement

- Provide authoritative guidance to workers and employers on complex claims, entitlement calculations and disputed matters.
- Oversee the resolution of complex enquiries, disputes and complaints relating to benefit claims and entitlement calculations, providing final decisions or escalating as required.
- Oversee the development of plain-language claims guidance and resources for workers and employers, ensuring materials reflect current legislative and process requirements.
- Work with the Assistant Director, Client Services and the Assistant Director, Compliance to ensure a consistent, accurate approach to client-centric enquiry management and stakeholder engagement.
- Act as the escalation point for complex or sensitive benefits-related enquiries referred by the Benefits Team.

Process review and reengineering

- Lead reviews of benefits assessment, payment and records management processes, identifying inefficiencies, risks and opportunities for improvement and design and implement process reengineering initiatives to lift the accuracy, efficiency and consistency of benefits administration.
- Oversee the implementation of system or process changes affecting benefits administration and monitor adherence to relevant policies, procedures and delegations, directing corrective action as required.

Capability and continuous improvement

- Contribute to a positive, service-focused team culture within the Operations Team and build their capability to interpret and apply legislative requirements and quality assurance standards consistently, using available data to inform improvement priorities.
- Provide leadership and direction to the Benefits Team including performance management, coaching and skills development with direct supervision of staff.
- Contribute as a member of ACT Leave’s Leadership Team to support effective whole of organisation operations and cross-team collaboration.
- Model public service values, including the ACT Public Sector Code of Conduct, and demonstrate commitment to fostering respectful, equitable, diverse, inclusive and culturally safe workplaces, and workplace health and safety principles and practices.

Our ideal candidate

Professional / technical skills and knowledge

1. Demonstrated experience interpreting and applying legislation, policy or scheme rules to complex operational matters, and providing advice and guidance to support decision making, ideally within a regulatory, statutory or government environment.
2. Demonstrated knowledge of, or ability to quickly acquire and apply, the *Long Service Leave (Portable Schemes) Act 2009*.
3. Demonstrated ability to exercise sound judgement and make defensible decisions on complex, disputed or high-risk claims, balancing legislative requirements, procedural fairness and organisational risk.
4. Highly developed communication and stakeholder engagement skills, including the ability to provide authoritative advice, manage challenging discussions and communicate complex legislative matters to diverse audiences.
5. Demonstrated experience leading quality assurance, continuous improvement and process review initiatives, including identifying issues, implementing improvements and building team capability to achieve consistent and high-quality outcomes.
6. Demonstrated people leadership experience, including workforce planning, performance management, coaching and developing staff capability, while maintaining service delivery and achieving business outcomes..

Behavioural capabilities

This role requires capabilities consistent with the Team Leader/Manager/Senior Officer level in the ACT Public Service Shared Capability Framework and the expectations of a senior leader operating in a small, high-accountable organisation. The following capabilities are essential to success in the role:

Capability	What this looks like in this role
Service Alignment (Service Delivery)	Designs and leads quality assurance and legislative interpretation processes that ensure ACT Leave's benefits administration meets scheme requirements, identifying and addressing systemic issues.
Achieves Results with Integrity (Achieves Results with Integrity)	Applies sound, well-evidenced judgement to complex or disputed claims and process decisions, maintaining procedural fairness and high standards of personal and professional conduct.
Community/Stakeholder Relationships (Teamwork)	Builds effective working relationships with workers, employers and colleagues across the Operations Team and providing guidance on complex matters.
An Agile and Responsive Workforce (Thinking and Innovating)	Leads process review and reengineering initiatives, using data and quality assurance findings to identify risks and drive continuous improvement.

Capability	What this looks like in this role
Leadership (Leadership)	Builds the capability of the Benefits Team to interpret and apply legislative and quality assurance requirements consistently, taking ownership of outcomes and supporting colleagues to resolve issues.

Qualifications and other requirements

Preferred

- Experience (typically 3 or more years) in a claims, benefits, entitlements or regulatory compliance role, with demonstrated experience interpreting and applying legislation or scheme rules to operational processes.
- Demonstrated experience designing or leading quality assurance, process review or continuous improvement activities.

Highly desirable

- Tertiary qualifications in business, finance, law or a related discipline, or equivalent relevant experience.
- Experience in a statutory authority, regulatory body or government agency.
- Working knowledge of the *Long Service Leave (Portable Schemes) Act 2009* or equivalent scheme legislation.
- Experience using claims, benefits or case management systems.
- Experience supervising or leading a small team including day-to-day performance management.
- Relevant professional accreditation or active progress toward one.

Work environment description

The following work environment description outlines the inherent requirements of the role of Assistant Director, Benefits (Position Number: P40332) and indicates how frequently each of these requirements would be performed. Please note that ACT Leave is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

Administrative	Frequency
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Frequently
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	Never
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	Never
Working directly with the public	Occasionally

Physical demands	Frequency
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Never

Manual handling	Frequency
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

Travel	Frequency
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never
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	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never

Other	Frequency
Uniform required	Never
Personal Protective Equipment (PPE) required	Never