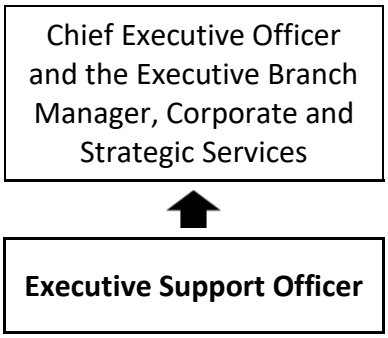
ACT Courts and Tribunal

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit	ACT Courts and Tribunal
Branch	Executive / Corporate and Strategic Services
Position Title	Executive Support Officer
Position Number	P60402
Classification	Administrative Services Officer 6 (ASO6)
Location	Canberra City
Last Reviewed	October 2026

Reporting Relationships



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 as demonstrate the related signature behaviours.

The ACTPS supports workforce diversity and is committed to creating an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability, culturally diverse people and those who identify as LGBTIQ are encouraged to apply.

The ACTPS is committed to the principles of Reasonable Adjustment to ensure everyone has equitable employment opportunities.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and supports a democratic society
- Strengthens community safety;
- Protects people's legal and human rights and interests;
- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Manager of Government Business
- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

BUSINESS UNIT OVERVIEW

The ACT Courts and Tribunal (**ACTCT**) supports the proper administration of justice by providing high quality support to judicial officers and tribunal members and high-quality services to those using the courts and tribunal. It provides the Supreme Court, Magistrates Court and ACT Civil and Administrative Tribunal (**ACAT**) with registry, court support, forensic, corporate and strategic services.

The ACTCT is led by the Chief Executive Officer (CEO) appointed under the *Court Procedures Act 2004* and has the following business areas:

- Executive
- Registrar Supreme Court (including Supreme Court Registry Operations and Sheriff's Office)
- Registrar Magistrates Court (including Magistrates Court Registry Operations and the Forensic Medicine Centre)
- Registrar ACAT (including ACAT Registry Operations)
- Corporate and Strategic Services.

BRANCH OVERVIEW

The office of the Executive is responsible for the overarching administration and management of the ACT Courts and Tribunal and providing support to the Courts and its Judiciary and the ACT Civil and Administrative Tribunal (ACAT) and its Members.

The office of the Executive consists of the Chief Executive Officer, three Registrars (Supreme Court, Magistrates Court and ACAT), Executive Branch Manager, Corporate and Strategic Services and two Executive Assistants.

The Corporate and Strategic Services branch is responsible for delivering a range of corporate and strategic services that support the operations of each Court and ACAT.

Corporate and Strategic Services consists of the following areas:

- Corporate Information Systems
- Digital Transformation
- Finance
- People and Governance
- Property and Procurement
- Therapeutic and Client Services

POSITION OVERVIEW

The Executive Support Officer provides high level administrative support to the Chief Executive Officer (**CEO**) and Executive Branch Manager, Corporate and Strategic Services (the **EBM, C&SS**). The Executive Support Officer will maintain high-level confidentiality and discretion, exercise a considerable degree of independence, and consistently exercise sound judgement.

The Executive Support Officer is a critical role within the Office of the CEO and EBM, C&SS, supporting them to exercise their functions, and being a significant contributor to the effective administration of ACTCT.

The Executive Support Officer will manage administrative business such as calendars and emails, meeting papers, records management, project and action tracking, and provide secretariat support to a range of court and tribunal committees. In addition, the Executive Support Officer will support the EBM, CSS by coordinating Business Unit reporting requirements to government and the human resource requirements within the Corporate Services and Strategy branch.

The Executive Support Officer will have demonstrated high-level experience in office administration, the ability to provide assistance to an executive, and effective oral and written communication skills within a sensitive and secure work environment where confidentiality and discretion is paramount.

The Executive Support Officer will engage in continual problem solving, will have outstanding multi-tasking skills and the capacity to prioritise issues constantly.

In their role, the Executive Support Officer will liaise across the ACT Government and with stakeholders at all levels to achieve shared outcomes within tight deadlines.

Flexible Working/Hybrid Options: Due to the operational requirements of the role the scope for flexible working arrangements is limited. Opportunities for flexible working options could include hybrid working, being a combination of working from home, designated office based and FlexiSpace working locations across the ACT and flexible start and finish times.

The nature of the organisation is such that staff may be exposed to occupational violence, vicarious trauma, sensitive material, or information that may be confronting or culturally sensitive. Positions may also involve exposure to sensitive and/or traumatic situations and material. Applicants are encouraged to speak with the contact officer to discuss the nature of the interactions and material they may encounter in the role. ACTCT provides support services and training to assist staff in developing cultural awareness, resilience, and strategies to maintain their wellbeing and safety in the workplace.

WHAT YOU WILL DO

Under the limited direction of the CEO and the EBM, C&SS the Executive Support Officer will:

1. Provide high level executive assistance to the CEO and the EBM, CSS. Specific duties include:
    a. Sensitively managing Executive calendars, enabling them to manage their time as effectively as possible, including prioritising incoming requests and actions.
    b. Ensuring the Executive is well prepared for all meetings, including initiating set up of virtual meetings using MS Teams and Webex, and preparation of meeting papers, ensuring papers can be accessed electronically via MS Teams.
    c. Managing emails including prioritising and categorising messages to coordinate timely responses, action and tracking of tasks.
    d. Undertaking a range of records management activities using TRIM, including supporting the Executive to ensure meeting and other records are retained.
2. Coordinate and monitor incoming reporting requirements and responses for Corporate and Strategic Services Branch to ensure tasks are delegated and deadlines met.
3. Coordinate human resource management of the direct reports to the CEO and the EBM, C&SS including team training, meetings, and monitoring leave.
4. Undertake administrative projects and draft internal reports.
5. Perform general administrative tasks to support the functions of the Division including management of telephone calls, reviewing emails and other general correspondence, invoice coding, filing, stationary ordering, reconciling expense claims and booking travel and accommodation.
6. Prepare routine briefs and correspondence on administrative matters.
7. Provide secretariat support for meetings as required, including taking minutes, preparing agendas and monitoring action items.
8. Maintain records in accordance with the *Territory Records Act 2002*.
9. Undertake other tasks and duties appropriate to this level of classification which contribute to the operation of the business unit, as directed by the CEO and the EBM, C&SS.
10. This position **does not** involve direct supervision of staff.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated experience providing high-level executive support and delivering quality outcomes in a complex environment requiring confidentiality, sound judgement, initiative and discretion.
2. Highly developed organisational skills, including the ability to deliver outputs for multiple requests, prioritise competing demands and achieve quality results within tight deadlines.

3. Demonstrated ability to produce accurate, high-quality work with a strong attention to detail, including the ability to review and quality assure documentation, correspondence and records.

Behavioural Capabilities

1. Demonstrated ability to effectively build and maintain successful working relationships with internal and external stakeholders to achieve shared outcomes.
2. Highly developed interpersonal skills and excellent oral and written communication skills, including the ability to liaise with staff at all levels to achieve outcomes and to use judgment, discretion and tact as required.
3. Ability to work effectively as part of a team, and autonomously.

Compliance Requirements/Qualifications

1. Two years experience as an Executive Support Officer in the ACT Public Service is highly desirable.
2. Experience in the use of a variety of computer applications, including the Microsoft Office Suite and HP Records Manager (TRIM), or ability to quickly learn these applications is highly desirable.
3. To be eligible for permanent or temporary employment within the ACT Public Service you must be an Australian citizen, a permanent resident or hold a valid work visa.
4. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.
5. The successful candidate will be required to undergo a National Criminal History check.
6. This position **does not** require a Working with Vulnerable People Check.
7. This position **does not** require a pre-employment medical.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Executive Support Officer (P60402)** 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	Occasionally
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	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
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	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	Occasionally
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

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	Never
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	Occasionally

OTHER	**FREQUENCY**
Uniform required	Never
Personal Protective Equipment (PPE) required (face mask).	Occasionally