



POSITION DESCRIPTION

Directorate: *Education*

Position Number: P68949, several

Division: *System Policy and Reform*

Classification: ASO5

Business Unit: *Enrolment Policy*

Location: *220 London Circuit*

Position Title: *Enrolment Policy Officer*

Last Reviewed: *10 November 2025*

DIRECTORATE OVERVIEW

The Education Directorate delivers high quality education services through government schools, registers non-government schools, registers and regulates home education, early childhood learning centres and supports vocational education and training in the ACT.

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.

TEAM OVERVIEW

The Enrolment Policy team is responsible for developing and delivering the program of reform for enrolment policy and practice in relation to public schools. Enrolment policy is underpinned by the principles of equity, transparency, consistency and fairness.

The team is also responsible for delivering the Directorate's enrolment enquiry phone line, developing content for the Education website and other public informational materials concerning enrolment policy and for providing training and ongoing advice to school staff on implementing enrolment policy and procedures.

POSITION OVERVIEW

The ASO5 Enrolment Policy Officer undertakes the day-to-day operations of the Directorate's Enrolment Helpline and Enrolment Inbox, as well as supporting the work of the team as and where required. This officer contributes to the development of training and resources to support schools

to implement the Directorate's Enrolment policy and procedures and provides advice to both schools and applicants on enrolment issues.

Selection Criteria

1. Sound administrative and computing skills including proven abilities with records management systems and Microsoft Office Products.
2. Proven ability to consistently display high quality customer service, including providing telephone advice to clients.
3. Ability to produce written documentation of a high quality and undertake less complex research and analytical tasks.
4. Proven ability to be an effective member of a small team.
5. Demonstrated practice of the ACT Public Service values, professionalism and integration of workplace diversity, participative work practices, occupational health and safety principles and practices.
6. Knowledge of or direct experience in implementation of Education Directorate enrolment policy and operations highly desirable.

Desirable:

- A current driver's licence.

Eligibility/Other requirements:

Prior to commencing this role, a current registration issued under the *Working with Vulnerable People (Background Checking) Act 2011* is required. For further information on Working with Vulnerable People registration refer to - Working with vulnerable people (WWVP) registration (act.gov.au)

The ACT Public Service 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.

Contact for this position is Danielle Castely (02) 6207 6794.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of ASO5 P04073 Enrolment Policy Officer 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.

Please note, this position is based at a workplace designed for activity-based working (ABW). Under ABW arrangements, officers will not have a designated workstation/desk.

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

STANDARD HOURS	FREQUENCY
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	Never
Access to Accrued Days Off (ADO's)	Occasionally
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)	Frequently
Working in a call centre environment	Occasionally
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	Never
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	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	Never

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