

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Information Access Officer

Classification: Administrative Services
Officer 5 (ASO5)

Position number: P63713

Division: Strategic Finance Division

Business unit: Procurement and Business
Operations Branch

Location: Dickson, with flexible working
arrangements in place

Reports to: ASO6-SOGB level supervisor in
Information Access Team

Date last reviewed: August 2026

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

Strategic Finance

The Strategic Finance Division is a fast-paced work environment with direct responsibility for: financial management and reporting; strategic finance; capital works reporting; strategic asset management; procurement, grants and contracts; insurances and claims; information access, facilities, fleet and sustainability. Being part of this fantastic team gives you visibility of the financial and other corporate services the Strategic Finance Division provides to the directorate, with a breadth of work that is diverse and interesting.

The Strategic Finance Division is new, with a positive and people-focused culture to support business areas to deliver outcomes for the community in a cost-effective way.

BUSINESS UNIT OVERVIEW

Procurement and Business Operations Branch

The Procurement and Business Operations (PaBO) Branch, within the Strategic Finance Division, provides essential services and support to each area within CED, including procurement, insurance and information access, asset policy, sustainability, facilities and fleet services.

The Central Procurement Team (CPT) team supports CED by providing advice and support on procurement and contract, grants and insourcing management and assessments.

The Insurance and Information Access team oversees insurance and claims, and coordination of Freedom of Information (FOI) access applications, Open Access disclosures, Standing Order 213A requests, and Executive Document Releases.

The Sustainability, Assets, Facilities and Fleet team are responsible for management of approximately 1,200 fleet vehicles including leasing, procurement, disposal and general fleet administration. The team provides facilities support to approximately 70 sites across CED to ensure facilities and depots are maintained and fit for purpose.

THE TEAM YOU WILL WORK IN

The Information Access team provides the Directorate with an accountability framework to ensure appropriate administration and responses to requests for information.

The role of the Information Access team includes:

- Providing critical information access services to assist CED to meet its obligations under the *Freedom of Information Act 2016* and the *Territory Records Act 2002*.
- Providing community access to information, including processing FOI access applications and coordinating Standing Order 213A requests, executive document release and open access information disclosure.
- Designing and supporting the delivery of information access training for the Directorate.

- Assisting with the delivery of timely, high-quality advice, briefing and information to Ministers, the Director-General, Directorate executives and other internal and external stakeholders as required across the whole range of CED policy and program delivery relating to information access.

DUTIES / RESPONSIBILITIES

As an Information Access Officer, you will work as part of a collaborative and dynamic team responsible for providing timely responses to information access requests.

The successful applicant will work under general direction in relation to established priorities and work practices to achieve results. This position may have significant exposure to information relating to government services and as such requires high sensitivity and confidentiality.

Under general direction and working collaboratively with colleagues across the Portfolio, the primary responsibilities of the role include:

- Supporting the delivery of high-quality, timely and compliant information access outcomes under various legislative frameworks such as the *Freedom of Information Act 2016* and the *Territory Records Act 2002*, including communication, engagement and negotiation with applicants, Information Officers and CED business line areas.
- Processing simple FOI access applications and supporting the coordination of other information access functions.
- Supporting CED business line areas and Information Officers to ensure compliance with the requirements of the ACT Government's Open Access Information Scheme, Standing Order 213A requests, and Executive Document Releases.
- Undertaking activities to ensure compliance with relevant information access related legislation and associated governance frameworks across the Directorate.
- Provide administrative support to the branch and assist team members as required.

This position does not involve direct supervision of staff. It does not require a pre-employment medical or a Working with Vulnerable People Check.

SELECTION CRITERIA

Your suitability for this position will be assessed based on your **skills, knowledge** and **behaviour** in relation to the duties/responsibilities listed above.

Please refer to the advertising materials for information on how to apply.

Skills

- Demonstrated ability to communicate clearly and effectively to support:
 - transparency and understanding of Government processes related to information access
 - sound, timely and robust decision making.

- Demonstrated ability to undertake research, analysis and interpret legislation, policies and other guidance material relating to the to the operations and functions of the branch, particularly FOI legislation.
- Sound organisation and time management skills, including the ability to effectively manage multiple tasks, determine priorities and meet strict deadlines in high pressure situations in an adaptable and flexible manner.

Knowledge

- Understanding of Public Sector responsibilities, frameworks, policies, processes and reporting in relation to information access, particularly knowledge of FOI legislation.

Behaviour

- Demonstrated ability to work collaboratively and build productive relationships with team members and other teams across the Directorate and Territory.
- Demonstrated commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

Qualifications/Requirements

Highly Desirable:

- Previous experience in the application of legislation, particularly Freedom of Information legislation.

Further Information

Contact Officer

Melinda Hughes, Director, Information Access
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WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Information Access Officer (position number P63713) and indicates how frequently each of these requirements would be performed. Please note that CED 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	Never
<i>The position in an activity based work environment</i>	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
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	Occasionally
Frequent paid 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)	Never
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
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	Occasionally

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