



POSITION DESCRIPTION

Directorate: City and Environment Directorate

Division: Access Canberra

Business Unit: Authorisations & Approvals

Position Title: Team Leader/Senior Licensing Officer

Position Number: 19153, Several

Classification: ASO6

Location: Woden

Last Reviewed: July 2026

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) deliver a range of regulatory, licensing and public service functions that support safe, vibrant and sustainable communities across the ACT. The Directorate provides advice and support to the relevant Ministers and the ACT Government on regulatory, licensing and community outcomes, while delivering high-quality services to the Canberra community.

The Directorate facilitates the implementation of government priorities and drives many new initiatives, including Access Canberra which provides a range of ACT Government shopfront and regulatory services. The Directorate is also responsible for Shared Services which provides financial, ICT and HR support across Government. The Director-General of CED is also the Head of Service.

DIVISION OVERVIEW

What we do

At Access Canberra, we are all about giving people easy access to ACT Government regulatory services, payments and information while offering great customer experience. We help community organisations, business and individuals work with the ACT Government and constantly look for new ways to deliver our services.

Access Canberra is unique to the ACT Government; we work across many different regulatory and customer service areas to support the delivery of regulatory reform and red tape reduction, drive government priorities and implement new initiatives. We actively engage in a risk and harm approach to compliance across a broad range of industry sectors to build a strong economy, safe community and sustainable environment.

POSITION DESCRIPTION

Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?"

What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Canberra community.
- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise.
- A flexible workplace, enabling activity-based work in a fun and creative environment.

BUSINESS UNIT OVERVIEW

Authorisations & Approvals comprises several sub-units responsible for authorisations and approvals under the Registrar General, the Commissioner for Fair-trading and the ACT Gambling and Racing Commission.

The Liquor Licensing Team processes a wide variety of applications for new licences, registrations and permits and the renewal of these on behalf of the Commissioner for Fair Trading— covering liquor licences and permits for restaurants bars and nightclubs, and much more. The team is also responsible for the administration of public unleased land permits, tobacco licences and other licensing schemes.

DUTIES / RESPONSIBILITIES

- Within a customer focused framework, apply a risk-based approach to the licensing and registration in accordance with the legislative and operational policies of the division;
- Develop practices and process that respond to the operational and practical needs of the team in line with relevant legislation, with a view of streamlining processes and the reduction of 'red tape';
- Create and draft complex workplace correspondence and liaise with stakeholders on behalf of Access Canberra;
- Lead and nurture a cooperative team environment focused on delivering regulatory outcomes, promoting innovation and supporting positive change;

POSITION DESCRIPTION

- Participate in fostering an environment of working together across the various disciplines within Access Canberra;
- Act as a senior officer within the team to assist in guiding staff through complex applications, maintaining business systems and learning new responsibilities;
- Model and promote the principles of working in an ABW environment; and
- Assist with the management, development and support of staff.

This position involves direct supervision of personnel.

This position does not require a pre-employment medical.

This position does not require a Working with Vulnerable People Check.

SELECTION CRITERIA

Your suitability for this position will be assessed in three key areas:

- **Skills** – the skills you have, based on your qualifications or previous experience, to fulfil the duties/responsibilities of the role, including:
 - Demonstrated ability to lead, manage and provide oversight over complex regulatory issues and projects; and
 - Proven ability to communicate with influence, provide advice and prepare complex written documentation.
- **Knowledge** – the knowledge you have, based on your qualification and experience, that will enable you to perform the duties/responsibilities of the role to a high standard; and
- **Behaviour** – how well you will fit into the team, Division, Access Canberra and ACT Government based on the ACT Government Signature Values and Behaviours and the Access Canberra Culture described in the Division Overview. This includes:
 - Demonstrated ability to build and utilise professional relationships with relevant internal and external stakeholders; and
 - Demonstrated ability to innovate and problem solve.

Experience leading and managing teams in a complex regulatory environment is desirable.

Further information on working at CED can be found at:

<https://www.jobs.act.gov.au/work-with-us>

POSITION DESCRIPTION

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Team Leader 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	Occasionally
Designated workstation <i>Positions are activity based</i>	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent paid overtime	Occasionally
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	Occasionally
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never

POSITION DESCRIPTION

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	Occasionally

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	Occasionally
Low lighting	Occasionally
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	Occasionally
Personal Protective Equipment (PPE) required	Occasionally