

POSITION DESCRIPTION

Directorate: City and Environment

Position Number: 42500

Division: Access Canberra

Classification: ASO5

Business Unit: Compliance - Industry, Gaming and Economic Regulation

Location: Woden

Position Title: Inspector

Last Reviewed: August 2026

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, and the additional values of Reconciliation and Leadership for CMTEDD, as well demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together 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 you're shaping policy, maintaining public spaces, designing transport networks or helping a resident navigate a regulation, your work contributes to a connected, inclusive and resilient Canberra.

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 a great customer experience. We help community organisations, business and individuals work with the ACT Government and constantly

look for new ways to better deliver 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.

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 that enables an activity-based work environment.

BUSINESS UNIT OVERVIEW

Access Canberra is a straight talking, innovative and exciting place to be. As an Inspector you will have a direct impact on making Canberra a better place to live.

The Industry, Gaming and Economic Regulation unit comprises several teams responsible for ensuring legislative compliance relating to consumer protection and regulatory compliance. We work collaboratively with other jurisdictions in relation to the Australian Consumer Law to provide positive outcomes for ACT consumers.

The Compliance team is responsible for the regulation of a wide range of ACT legislation, including those administered by the Commissioner for Fair Trading, the ACT Gambling and Racing Commission, the Controlled Sports Registrar and the Registrar-General. The team's primary role is to ensure that compliance with legislative requirements is met by regulated industries or activities. This is achieved through a combination of industry education, proactive compliance inspections, reactive complaint response and investigations. Legislative schemes within the Compliance regulatory remit include liquor, security, fair trading, gaming and racing, working with vulnerable people, and agents.

WHAT YOU WILL DO

Under general direction, the Inspector will:

- Plan and lead proactive compliance inspections, reactive complaint inspections and assist in enforcement actions in relation to legislative requirements;

- Use professional judgement, exercise powers and the risk/harm based regulation model to conduct investigations and inspections, individually and as a team member;
- Communicate accurate and relevant information relating to legislation and provide a professional client experience in line with the government's objectives in a regulatory environment;
- Deal appropriately with confidential and sensitive information;
- Participate in fostering an environment of working together within the Compliance team and other teams within Access Canberra;
- Prepare correspondence, reports, briefings and recommendations in relation to ongoing and ad hoc matters;
- Maintain records, including those relating to team activities and outcomes, in accordance with the *Territory Records Act 2002*;
- Conduct other duties as required to deliver on operational activities; and
- Undertake overtime inspections on regulated activities as required.

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Skills

1. *The skills you have, based on your qualifications or previous experience, to fulfil the duties/responsibilities of the role (as outlined above);*

Knowledge

1. *The knowledge you have, based on your qualifications or previous experience, that will enable you to perform the duties/responsibilities of the role (as outlined above) to a high standard, including:*
 - a. *An understanding of the application of risk-based methodologies.*
 - b. *An understanding of interpreting and applying legislation.*

Behaviour

1. *How well you will fit into the team, Branch, Access Canberra and ACT Government based on the ACT Government Signature Behaviours and the Access Canberra Culture described in the Division Overview.*

Qualifications / Requirements

1. A full driver's licence is essential.
2. A Certificate IV in Government (Investigations) or similar qualification in a regulatory field is highly desirable.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Inspector (P42500; P55508; P38414; P33914; P58715; P58714; P42702) 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation – Activity Based Work Environment	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	Frequently
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	Occasionally
MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Occasionally
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	Frequently
Frequent travel – driving	Frequently
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	Never
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	Frequently
Personal Protective Equipment (PPE) required – PPE may be required to be worn for site visits only (in accordance with WHS requirements for specific sites) but is not considered a specific requirement for the role.	Occasionally