



ACT
Government

Chief Minister, Treasury and
Economic Development

POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and
Economic Development

Division: Revenue Management

Business Unit: Policy and Objections

Position Title: Senior Objections Officer

Position Number: P69501

Classification: Administrative Services Officer 6

Location: Civic

Last Reviewed: September 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, as well demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the public sector and works collaboratively both within government and with the community to achieve positive outcomes.

As a central agency, CMTEDD provides strategic advice and support to the Chief Minister, the Directorate's Ministers and the Cabinet on policy, economic and financial matters, service delivery, whole of government issues and intergovernmental relations. The Directorate facilitates the implementation of government priorities, drives initiatives as well as leads the strategic direction for the ACT Public Service (ACTPS), to ensure that it is well positioned to perform its role.

See www.cmtedd.act.gov.au.

DIVISION OVERVIEW

Revenue Management Division (the ACT Revenue Office) is responsible for providing advice on revenue and taxation administration; the development of revenue and taxation legislation; compliance activities; debt management; administering the Territory's rates and land taxes including valuations, remissions, rebates (pensioners), ACT concessions, grants and the ACT residential tenancies bonds. The Commissioner for ACT Revenue is a statutory position appointed, under the *Taxation Administration Act 1999*, by the Treasurer.

See www.revenue.act.gov.au.

BUSINESS UNIT OVERVIEW

The Policy and Objections section has a dual function. The section provides corporate governance and policy advice, strategic planning, and maintains all legislation relating to ACT taxes. The section is also responsible for the independent review of objection matters (the internal review of tax assessments) and has carriage of associated appeals processes before the ACT Civil and

Solicitor and Counsel). In addition, the section supports the ACT Revenue Office's Information Officer in relation to Freedom of Information requests.

DUTIES / RESPONSIBILITIES

We are looking for a capable individual to support the review and appeals processes and play a role in policy and legislative development for the ACT's tax laws. Working under general direction, the key responsibilities of the position include:

- as a delegate of the Commissioner for ACT Revenue, determine objections (internal reviews) with reference to tax-related legislation and the ACT Revenue Office's policies and procedures;
- individually or as part of a team perform a range of operational and administrative tasks associated with the functions of the business unit;
- provide professional and high-quality customer service;
- support the administration of appeals in relation to tax-related legal matters, including attendance at Tribunal and Court matters with the assistance of an ACT Government Solicitor and Counsel, as required;
- participate in research, analysis and project work to meet Division outcomes, as required;
- draft advice and correspondence on taxation issues including ministerial and policy matters;
- support the ACT Revenue Office's Information Officer in relation to Freedom of Information requests;
- supervise, mentor and train staff; and
- undertake other duties, as required.

A strong focus on customer service when dealing with clients is required. Adherence to ACT Public Service organisational values, including the public service code of conduct, is essential.

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

Note: Occupants may be rotated to other positions at the same level within the Revenue Management Division, as required.

SELECTION CRITERIA

Essential:

1. Demonstrated ability to interpret and apply legislation, guidelines, instructions, policy and procedures to factual situations.
2. Excellent written and oral communication skills, including the ability to draft administrative decisions and briefs in a clear, well structured and concise manner, within set time-frames.
3. Excellent interpersonal skills, including the ability to develop and maintain effective relationships within the section, other sections within the division, external advisors and other stakeholders.

4. Excellent organisational skills, with a demonstrated ability to effectively manage time, workflow and competing priorities in a time sensitive environment.
5. Demonstrated leadership in building commitment and delivering the best outcomes for colleagues and customers.
6. Demonstrated ability to direct, supervise and develop staff.

Legal qualifications and/or related experience are an advantage, but not required.

Further information on working at CMTEDD can be found at:

http://www.jobs.act.gov.au/data/assets/pdf_file/0010/839467/Working-in-CMTEDD.pdf

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Objections Officer (position number P69501) and indicates how frequently each of these requirements would be performed. Please note that CMTEDD is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
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)	Frequently
Working in a call centre environment	Never
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	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	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally

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