CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Scanning Officer

Classification: Administrative Services Officer Class 3

Position number: P35871

Division: Access Canberra, Authorisations and Approvals

Business unit: Registries - Births, Deaths and Marriages & Land Titles

Location: Dickson/Woden

Reports to: Assistant Manager

Date last reviewed: October 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

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

Access Canberra works 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 adopt a risk and harm-based approach to achieve regulatory compliance through a broad range of enforcement tools aimed at those not doing the right thing and to protect our community. We aim to deliver exceptional customer services through our Service Centres and Contact Centres, and we also deliver the regulatory functions of:

- Registrar-General
- Commissioner for Fair Trading
- ACT Gambling and Racing Commission
- Road Transport Authority
- Registrar for Co-operatives
- Controlled Sports Registrar
- Constructions Occupations Registrar
- Architects Registrar
- Professional Engineer's Registrar
- Environment Protection Authority
- Utilities Technical Regulator
- Delegate for Lakes
- Clinical Waster Controller
- Racing Appeals Tribunal Registrar.

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?"

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 with various accommodation settings enabling activity-based work in a fun and creative environment.

BUSINESS UNIT OVERVIEW

The Authorisations and Approvals Branch plays a pivotal role in enabling businesses, protecting people, and supporting life's most important milestones. We oversee building and construction approvals, public unleased land permits, and business licensing and registrations. We manage vital registries—including Land Titles and Births, Deaths, and Marriages—and safeguard the community through Working with Vulnerable People checks.

If you've ever had a life event registered in the ACT, chances are that you've already accessed one of the many services from the Registry of Births, Deaths and Marriages (BDM). BDM administer life events registrations such as births, deaths, marriages, adoptions, civil partnerships, changes of name or sex and other aspects of identity management.

The Land Titles team are responsible for registration of all land related transactions pertaining to the purchase and sale of land and properties in the ACT and for maintaining the land titles register under the *Land Titles Act 1925*.

POSITION PURPOSE

The scanning officer will be primarily responsible for digitizing physical paper records on behalf of the Births, Deaths and Marriages, and Land Titles teams. They may also be required to assess, triage and process applications, assist with in-office duties and undertake various other administrative tasks as required. You will need to work well with others, have good attention to detail and process, adapt well to change, and balance competing priorities in a dynamic regulatory environment.

DUTIES/RESPONSIBILITIES

Under the general direction of the Assistant Manager:

- Digitise and catalogue historical records on behalf of the Births Deaths and Marriages and Land Titles teams.
- Manage sensitive information, consistent with the Territory Privacy Principles in the *Information Privacy Act 2014*.
- Maintain accurate records across a variety of databases and registers in accordance with the *Territory Records Act 2002*.
- Request archived records and unbound and rebound the books once digitised.
- Assess, triage, and process enquiries and applications.
- Manage competing priorities while meeting statutory and organisational deadlines.
- Contribute positively to creating an environment of innovation, problem solving and working together across the various disciplines within Access Canberra.
- Support and prepare implementation of procedural documents i.e. Standard Operating Procedures to support the team's functions.
- This position may be required to work across multiple teams within the Authorisations and Approvals Branch.

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

SELECTION CRITERIA

Professional/Technical Skills and Knowledge

1. Demonstrated organisational and administrative skills, including the capacity to set priorities, meet deadlines, produce accurate work, and work collaboratively in a busy team environment.

2. Demonstrated effective skills in written and verbal communication.

Behavioural Capabilities

3. Demonstrated emotional intelligence interpersonal skills, including the ability to manage sensitive and confidential issues with integrity.

4. Demonstrated understanding of public service values covering ethical standards, self-awareness, professionalism, and a proven commitment to the ongoing integration of workplace respect, equity and diversity work practices and workplace health and safety principles.

ACT Government

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of a scanning officer 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 ***The position works in an activity based work environment***	Never

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 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)	Frequently
Working in a call centre environment	Frequently
Working directly with the public	Frequently

PHYSICAL DEMANDS	**FREQUENCY**
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

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

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Occasionally
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	Never
Personal Protective Equipment (PPE) required	Never