CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Customer Service Officer

Business unit: Working with Vulnerable People

Classification: Administrative Service Officer 3

Location: Woden / Dickson (from January 2027)

Position number: 50283

Reports to: Manager (ASO6)

Division: Access Canberra

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

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.

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 with brand new, state of the art accommodation enabling activity-based work in a fun and creative environment.

THE TEAM YOU WILL WORK IN

The *Working with Vulnerable People (Background Checking) Act 2011* aims to safeguard vulnerable people accessing regulated activities and services by conducting background checks on people who work or volunteer in those activities or services. The business unit is made up of two sub-units – the Background Screening Unit (BSU) and the Risk Assessment Team (RAT).

BSU undertakes the primary customer service function for the WWVP scheme. It is responsible for receiving, triaging and processing applications for Working with Vulnerable People registrations. This includes liaison with a range of stakeholders including applicants, registration holders, external agencies, and the broader public. BSU also collects information to assist the application assessment process in addition to the delivery of customer service.

RAT provides broader risk assessment functions for the WWVP scheme. Roles in RAT assess risk a person may pose to vulnerable people in regulated activities and services. This includes undertaking assessments which includes gathering and scrutiny of information with due consideration of the Risk Assessment Guidelines, and preparing detailed recommendation reports for the delegate outlining any conditions that may be suitable in responding to risks an applicant or WWVP registration holder poses to a vulnerable person while engaging in a regulated activity or service.

POSITION PURPOSE

ASO3 Customer Service Officers in WWVP play a vital role in the administration of the WWVP scheme, and Access Canberra's broader regulatory functions. This aligns with the Directorate's delivery of services to the community, and contributes to making Canberra a safe and liveable city.

DUTIES / RESPONSIBILITIES

Under general direction of the Manager, you will:

1. Provide high quality customer service over the phone and in writing, using a variety of business systems.
2. Prepare correspondence to external and internal stakeholders, and other written material; provide general administrative support to senior officers.
3. Exercise statutory functions in support of the administration of the WWVP scheme.
4. Perform financial duties in accordance with the *Financial Management Act 1996*.
5. Maintain accurate records across a variety of databases and registers in accordance with the *Territory Records Act 2002*.
6. Demonstrate integrity and confidentiality; protect personal and sensitive information in accordance with the WWVP and privacy legislation.
7. Support senior officers with training of staff.
8. Contribute to the operations of Access Canberra and perform other duties as directed.
9. In an Activity Based Work environment, contribute to team and branch objectives to achieve organisational outcomes.
10. Understand and adhere to the ACTPS Code of Conduct and values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect Equity and Diversity framework.

This position does not involve direct supervision of staff.

SELECTION CRITERIA (CAPABILITIES)

Suitability for this position will be assessed against the ACTPS Shared Capability Framework in three key areas:

- **Skills** – the skills you have, based on your qualifications and previous experience, to fullful the duties/responsibilities of the role.

- **Knowledge –** the knowledge you have, based on your qualifications and experience, that will enable you to perform the duties/responsibilities of the role to a high standard.

- **Behaviour** – how well you will fit into the team, Access Canberra and ACT Government based on the ACT Government Signature Values and Behaviours and the Access Canberra Culture described in the Division Overview.

Your application response should be no more than 2 pages, and address the essential selection criteria, desirable criteria (if applicable), and any further requirements. Your response should outline how your skills, qualifications and experience make you an ideal candidate for the role and how they align with the duties and responsibilities of the position:

Essential capabilities:

1. Experience preparing clear and concise written correspondence to a variety of stakeholders.

2. Excellent verbal communication skills, with demonstrated experience in providing customer service in a team environment.

3. Experience working with sensitive and personal information, with demonstrated regard for established privacy and information sharing provisions.

4. Demonstrated ability to maintain complete, and accurate records.

5. Sound knowledge of Microsoft Outlook email functions.

6. Willingness to adhere to the ACTPS Code of Conduct and Values of respect, integrity, collaboration, and innovation, and model behaviour consistent with the ACTPS Respect Equity and Diversity Framework.

7. Well-developed ability to undertake a range of tasks with a high level of attention to detail and accuracy.

Desirable capabilities (non-essential)

8. Previous experience within a regulatory environment.

9. Experience in workforce risk management.

10. Experience with or knowledge of Salesforce.

Further requirements

- Must be eligible to hold an unrestricted registration issued under the *Working with Vulnerable People (Background Checking) Act 2011*. You do not need to hold a WWVP registration to be eligible to apply for this role.

- By applying for the position, you acknowledge the nature of the material you may be exposed to in the role and indicate that you are willing to utilise employer provided support services to manage your mental health on an ongoing basis (see the disclaimer).

DISCLAIMER: Potentially Offensive or Traumatic Material

Work carried out by the Working with Vulnerable People teams involve potentially distressing case materials such as in the areas of physical violence and abuse, sexual assault, child exploitation (which includes offences relating to child abuse material, the grooming and procuring of children for sexual purposes, and child sexual assault). The review of such matters may involve exposure of staff members to graphic violent and pornographic images, written descriptions of such matters, and disturbing factual situations.

By applying for the position, you acknowledge the nature of the material you may be exposed to in the role and indicate that you are willing to utilise employer provided support services to manage your mental health on an ongoing basis.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Customer Service Officer (position numbers P50283) 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	Never
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation ***The position is in an activity based work environment***	Never

STANDARD HOURS	**FREQUENCY**
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADOs)	Never
Peaks and troughs	Occasionally
Frequent paid overtime	Never
Rostered shift work	Never

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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	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	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
Frequent travel – driving	Never
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