



POSITION DESCRIPTION

Directorate: Education

Position Number: 09401

Division: Chief Operating Officer Group

Classification: Administrative Service Officer
Class 4

Business Unit: Ministerial and Corporate
Reporting

Location: Level 4, 220 London Circuit

Position Title: Ministerial Liaison Officer

Last Reviewed: July 2026

Position Requirements: Nil

DIRECTORATE OVERVIEW

The Education Directorate is responsible for delivering educational services to empower each young person in the ACT to learn for life. The Directorate operates the ACT's government schools, regulates non-government schools and early childhood providers, and supports high-quality administrative and governance practice across the system.

Employees are expected to embody ACTPS Values - respect, integrity, collaboration and innovation and demonstrate the associated signature behaviours.

DIVISION OVERVIEW

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BUSINESS UNIT OVERVIEW

The Ministerial and Corporate Reporting team provides the critical connection between the Directorate and Government.

The team manages and supports the Directorate to meet its obligations around Cabinet, Legislative Assembly and Ministerial business. The team coordinates significant input to

government commitments, annual reporting, performance and accountability and attendance at committee hearings.

The team also provides secretariat support for critical stakeholder engagements.

POSITION OVERVIEW

The Ministerial Liaison Officer (MLO) provides operational support for the administration of ministerial correspondence and related business. The role maintains records, workflows and related tracking systems while also monitoring deadlines and supporting business areas to meet ministerial requirements .

Working closely with the Ministerial and Assembly Support Officer and Assistant Director, the Ministerial Liaison Officer assists in ensuring all Education Directorate matters relating to correspondence to the Minister are coordinated and actioned in a timely manner with a high degree of accuracy.

The role acts as a key contact point for ministerial correspondence and contributes to the efficient delivery of ministerial functions across the Directorate. You will have the ability to work under pressure and achieve deadlines in an environment of competing priorities and require a high level attention to detail.

WHAT YOU WILL DO

The Ministerial Liaison Officer, within the Ministerial and Corporate Reporting team, requires a pro-active self-starter with good written and oral communication skills, attention to detail and time management skills.

Under guidance from the Assistant Director, Ministerial, Assembly and Cabinet, the Ministerial Liaison Officer will be responsible for:

1. Manage administrative processes related to ministerial correspondence including allocation, tracking and follow up of ministerial correspondence and requests.
2. Maintain correspondence registers and reporting systems including generating regular reports through HP Records Management (TRIM) and Power BI to track, monitor and follow up actions relating to Ministerial correspondence and requests.
3. Liaising and providing advice to Directorate staff relating to the preparation of Ministerial correspondence.
4. Assisting with the team's management of HP Records Management (TRIM).
5. Providing administrative support to the team, for example maintaining files and records, despatching correspondence, and the management of stationery and equipment.
6. Assisting with other work in the team to ensure the objectives of Ministerial and Corporate Reporting are achieved.
7. Maintaining records in accordance with the *Territory Records Act 2002*.

This position does not involve direct supervision of staff.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated experience in providing administrative and office management support.
2. Good interpersonal skills, including the ability to work collaboratively, operate as an effective team member and foster strong working relationships with stakeholders, both internal and external to the Directorate.
3. Good oral and written communication skills, including the ability to use software applications to produce accurate, high-quality documents and reports.
4. Demonstrated ability to produce high quality work with attention to detail.
5. Knowledge of, or the ability to quickly learn Assembly, Cabinet, Ministerial and legislative frameworks, and processes within the ACT Government.

Behavioural Capabilities

1. Demonstrated ability to manage and coordinate a range of tasks, including organising workloads, setting and managing competing priorities, meeting deadlines, and committing energy and drive to see individual and team goals are met.
2. Demonstrated understanding and commitments to ACT Public Services Values and Signature behaviours, the Respect, Equity and Diversity (RED) Framework, Workplace Health and Safety practice and covering equity and diversity, customer service, and compliance with the *Territory Records Act 2002*.

Qualifications/Requirements

1. This position does not require a Working with Vulnerable People Check.
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WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Ministerial Liaison Officer (position number 09401) and indicates how frequently each of these requirements would be performed. Please note that ACTPS 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	Never
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
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	Frequently
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	Never

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	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Occasionally
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

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	Never
Exposure to potentially distressing case material	Occasionally

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