



ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Emergency Services Agency
Branch	ACT State Emergency Service
Position Number	P66996
Position Title	ACTSES Membership Officer
Classification	Administrative Service Officer Grade 6 (ASO6)
Location	Fairbairn
Last Reviewed	April 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 as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and support a democratic society;
- Strengthens community safety;
- Protects people's legal and human rights and interests;
- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Manager of Government Business
- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

BUSINESS UNIT/AGENCY OVERVIEW

The ACT Emergency Services Agency (ACTESA) is responsible for emergency management and related support arrangements in the Territory. ACTESA's four operational services are the ACT Ambulance Service, ACT Fire & Rescue, ACT Rural Fire Service and ACT State Emergency Service.

ACTESA undertakes to:

- provide emergency services 24 hours per day every day of the year;
- provide its services efficiently and effectively within resource allocations;
- ensure that compliance activity meets legislative standards on all occasions;
- use best practice in the provision of assistance for emergencies and the conduct of community education and awareness programs; and
- train and equip our people to maintain readiness and deliver emergency services to meet agreed standards and benchmarks.

Further information can be obtained on the ACTESA Website <http://www.esa.act.gov.au>.

BRANCH OVERVIEW

The ACT State Emergency (ACTSES) is responsible for undertaking planning and response operations for storms and floods and provides supporting resources to ACTESA Services for an integrated emergency management response. The ACTSES workforce consists predominately of volunteers who reflect and are representative of the broader ACT community. In addition to its primary responsibility the ACTSES provides the following services:

- Civil defence planning and operations;
- Assistance to other ACTESA Services (Fire & Rescue, Ambulance, and Rural Fire Service) and other agencies, including the Police, in the performance of their legislated functions.

- Assistance to other stakeholders such as interstate SES and other emergency service agencies;
- Support for and to the community in a range of programs and arrangements designed to prevent, prepare for, respond to and recover from the effects of hazards impacting on the community.

POSITION OVERVIEW

Taking a 'One Agency' approach in servicing the ACT community, the SES Membership Officer provides day to day administrative support to the Assistant Director, Volunteer Membership (ACTRFS and ACTSES) in the delivery of functions as outlined in the *ACT Emergencies Act 2004*. This includes support to recruitment, retention, reporting and recognition activities for volunteer members of the ACTSES.

The SES Membership Officer is responsible for coordinating service-level volunteer engagement activities and contributing to the management of membership welfare and Work Health & Safety (WHS) matters such as accidents, incidents and near misses.

WHAT YOU WILL DO

Under limited direction of the Assistant Director, Volunteer Membership (ACTRFS and ACTSES), the SES Membership Officer will:

1. Contribute to strategies to develop a sustainable volunteer workforce for the ACTSES through co-ordination and delivery of support services for member recruitment programs and membership management processes.
2. Provide support in Work Health and Safety reporting and welfare programs for volunteer members.
3. Provide secretariat support for relevant committees and other local, national, and inter-jurisdictional forums as directed.
4. Provide support to the ACTSES headquarters team where needed in delivery of our business plan.
5. Prepare high quality correspondence and briefs, submissions, reports, and maintain systems for maintenance of accurate membership records and develop reports related to volunteer management
6. Contribute to emergency incidents undertaking operational duties in accordance with legislative responsibilities under the ACT Emergencies Act 2004, as required.
7. Contribute to the delivery of actions identified in the ACTSES Strategic and business plans assisting in driving a successful volunteer emergency service.
8. Ensure all records are maintained in accordance with the *Territory Records Act 2002*.
9. Other duties as required and consistent with the classification.

NOTE: This position is required to work after hours and at weekends, including attending meetings, local Unit visits through periods of operational response, and participation as Duty Officer may be required.

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. Plan, develop and assist with the implementation of policy initiatives in support of volunteers.
2. Build, analyse, and develop statistical information to inform short and long term strategic, future volunteer membership and retention needs.
3. Sound judgement and problem-solving skills including the ability to resolve and or escalate complex matters.

Behavioural Capabilities

1. Sound communication skills, including the ability to work collaboratively and effectively to build relationships with a diverse workforce; focused predominantly on volunteer membership.
2. Demonstrated ability to manage competing priorities and meet multiple demands and deadlines within a dynamic environment.
3. Ability to work autonomously and effectively as part of a team.

Compliance Requirements/Qualifications

1. Background in working or volunteering in an emergency services organisation is highly desirable
2. Qualifications and/or experience in a field relating to emergency management are desirable.
3. This position requires an ACT Working with Vulnerable People registration.
4. Background and Security clearance checks will be conducted including National Police Records Check.
5. Minimum 'C' Class driver's licence is essential.
6. Work after hours and on weekends, including attending meetings, local Unit visits, and through periods of hightend operational response.
7. Participation as Duty Officer may be required if the holder of the position has the needed background knowledge and skills needed to perform the duty role.
8. Willingness to assist in supporting operational responses to emergency incidents including outside of normal working hours.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of ACTSES Membership Officer (P66996) 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	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

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 (ADO's)	Never
Peaks and troughs	Frequently
Frequent overtime	Occasionally
Rostered shift work	Occasionally

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	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
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	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

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