

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Operations Manager

Location: Reid Depot, ACTPS Flexispace,
Hybrid as required

Classification: ASO6

Reports to: Assistant Director

Position number: P21704

Date last reviewed: 10/06/2026

Division: Building, Planning and Land Use
Regulation Branch (BPLUR) - Access Canberra

Position requirements: As per the below
Compliance Requirements / Qualifications

Business unit: Public Land Use Compliance
Team (PLUC)

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 play a key role in supporting a safe and vibrant city. We improve the way industry does business and help protect and improve Canberra's liveability. 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.

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 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

BUSINESS UNIT OVERVIEW

The Public Land Use Compliance Team (PLUC) conducts compliance activities utilising the *Public Unleased Land Act 2013* and *Litter Act 2004*. The PLUC Team keeps unleased Territory land safe and amenable by responding to applications and complaints regarding moveable and fixed signs, abandoned vehicles, illegal dumping, foliage obstructing pathways and the unauthorised use of unleased Territory land. This includes the pro-active targeting of breaches of the abovementioned legislation.

Services include:

- investigation of unapproved use of unleased land including illegal camping and unapproved storage of materials
- investigation of littering offences and illegal dumping
- investigation of line-of-sight problems pertaining to nature strip developments, objects, trees, or foliage
- enforcement of the Code of Practice for Movable Signs
- investigation of overhanging foliage obstructing public footpaths
- compliance checks for permits issued under the *Public Unleased Land Act 2013*;
- abandoned vehicle removal

POSITION PURPOSE

The Operations Manager role involves direct supervision of Compliance Officers and reports to the Assistant Director Compliance. The position also supports the Assistant Director Compliance in effectively regulating and administering the various statutory functions for which CED is responsible.

PLUC achieves its objectives through a combination of engagement, education and enforcement action using a risk-based and proportionate enforcement regime to ensure that the amenity and natural value of public unleased land is protected.

As authorised Compliance Officers, we effectively regulate and administer the various statutory functions for which CED is responsible for, which include matters relating to public safety, regulation of the use of public open space areas and actioning complaints under relevant legislation including the *Public Unleased Land Act 2013*, *Litter Act 2004*, *Urban Forest Act 2023*, and the *Uncollected Goods Act 1996*.

Primary objectives

- Lead the team and manage the day-to-day operations to make best use of available resources
- Regulation of public land use, and associated activities, to ensure they are carried out in a manner that optimises compliance and enhances the amenity of Canberra
- Improve community compliance with relevant legislation, in line with Access Canberra Accountability Commitment

Challenges

The work of the Operations Manager can be challenging and is often subject to intense community scrutiny. Major challenges include the need to maintain a service ethos and a professional approach when dealing with difficult situations. In addition, the role requires the ability to understand numerous different pieces of legislation and to be able to explain the way in which they operate to other staff / members of the community and identify circumstances in which breaches have occurred.

Mentoring, guidance, and training compliance officers is an important focus of this position. It requires excellent interpersonal skills and the ability to clearly identify the roles and responsibilities of compliance officers, as prescribed by legislation. The role is focused on developing officers to achieve a competent understanding of compliance officer functions and succession. Meeting the demands of a dynamic, evolving regulatory environment requires the occupant to be innovative and have the ability to anticipate, identify and respond quickly to change.

DUTIES / RESPONSIBILITIES

Under limited supervision:

1. Ensure the effective operation of the team, including the development of operational plans.

2. Lead and motivate staff and ensure a work environment which is conducive to team building, mutual support, and cooperation amongst staff.
3. Gather and analyse statistics and other intelligence to inform the effective deployment of resources.
4. In conjunction with the Assistant Director – Compliance, develop innovative processes and procedures to enhance the strategic direction and regulatory functions of PLUC.
5. Administer and review relevant legislation.
6. Develop and implement on the job training and report on training needs to the Assistant Director – Compliance.
7. Develop and implement a staff development plan for every staff member including assisting staff to reach or surpass the core competencies of their roles.
8. Develop (or adapt existing programs) and implement programs focused on respect, equity, workplace diversity, industrial democracy, and workplace health and safety.
9. Represent PLUC and establish, develop, and maintain positive working relationships with key external bodies, including other ACT and Commonwealth Government agencies, stakeholders, and community organisations.
10. Operate within an Activity Based Working environment, with the ability to work remotely, such as home office as required.
11. Assist with operational duties and support the PLUC Team as required.

This position **does** involve direct supervision of staff.

WHAT YOU REQUIRE

Professional / Technical Skills

Desirable:

- Demonstrated ability to supervise, manage, and lead a team in a dynamic environment
- Demonstrated ability to exercise sound judgement and manage resources, time, and projects to achieve objectives
- Competent and confident in their ability to interpret, implement and explain legislation
- Demonstrated experience in working in a regulatory/compliance environment

- The ability to effectively consult, liaise and negotiate with a diverse range of internal and external stakeholders, to further working relationships
- Experience working in a fast-paced office environment
- Excellent verbal and written communication skills
- Excellent administrative and organisational skills
- Strong operational knowledge of office and field-based information technology
- Certificate IV in Government Investigation or equivalent or an ability to obtain within 12 months of employment
- Current First Aid Certificate or an ability to obtain within 12 months of employment

Behavioural Capabilities

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, safety, excellence, and innovation as well demonstrate the related signature behaviours.

1. Align actions, advice, and information to be consistent with Government priorities/ directions and stakeholder needs.
2. Work cooperatively with others and focus on achieving the best result for customers and the broader community.
3. A demonstrated resilience when working within a high-volume environment.

Desirable:

- A positive 'can do' approach to managing a high volume of work.
- Ability to work independently and contribute to a larger team.
- Demonstrated understanding of, and commitment to workplace diversity, workplace health and safety, and the values of the ACT Public service.

SELECTION CRITERIA (CAPABILITIES)

Note: Please take into consideration the "What you require "section outlined above when addressing how you have demonstrated the selection criteria.

1. Demonstrate high level communication skills (oral and written) to effectively consult, liaise, and negotiate with a diverse range of internal and external stakeholders in a regulatory environment, to further working relationships.
2. Demonstrate strong organisational skills and the ability to work safely with minimal supervision both in the field and office, and to participate effectively in small teams, including prioritising workloads and meeting deadlines within a dynamic operational environment.
3. Demonstrated ability to deliver high-quality customer service in a complex regulatory environment, applying innovative practice and technologies while effectively balancing competing stakeholder expectations with a positive, solution-focussed approach.

4. The ability to identify, interpret, apply, and enforce legislation administered by Public Land Use Compliance Team, conduct minor investigations, issue notices and prepare case files.
5. Exhibits personal drive, integrity, and professionalism, with the ability to maintain situational awareness and resilience in demanding or confronting environments, and a commitment to workplace diversity, participative practices, and work health and safety.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.
- The ability to work in an operational field-based environment within core hours.
- The ability to be flexible and on occasions be willing to work outside core hours.
- Willingness to wear a uniform.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Operations Manager Public Land Use Compliance Team (position number P21704) 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	Never
<i>The position in an activity based work environment</i>	

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	Frequently
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)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (on roads, paths or nature strips)	Occasionally
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Occasionally
Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Frequently
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Occasionally
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	Frequently