

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Regulatory Communications and Engagement

Classification: SOG C

Position number: P50142

Division: Access Canberra

Business unit: Service, Delivery and Engagement Branch, Regulatory Communications and Engagement team

Location: Dickson/flexible working arrangements

Reports to: SOG B

Date last reviewed: July 2026

Position requirements: N/A

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.

Access Canberra is comprised of people from all backgrounds seeking to help members of the ACT community. Demonstrating our connectedness with our community through inclusion and diversity is key to our vision. 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?'

If you require extra supports to engage in the workforce due to a disability, if you are a veteran, or if you bring the life experience of a culturally and linguistically different background, we are especially welcoming of your application.

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 team works collaboratively with all areas of Access Canberra to improve industry compliance across regulatory portfolios through the development of external engagement. The team supports a range of different Statutory Officers in Access Canberra including the Commissioner for Fair Trading, Registrar-General, Construction Occupations Registrar, Registrar of Architects, Delegate of the Road Transport Authority, Environment Protection Authority, CEO Gambling and Racing Commission, the Registrar for Controlled Sports and Libraries ACT; and deliver a smooth customer experience including supporting vulnerable members of the community to access our services.

The team also lead a arrange of internal communication activities to build staff knowledge and support the delivery of our Strategic Plan, including staff awards and events to celebrate dates of significance.

To be successful in this team, you will need to:

- have demonstrated experience in taking an 'industry and stakeholder' first approach to developing effective communication, education and engagement strategies, materials and information campaigns
- present what can be complex regulatory and legislative information in a way which will resonate with the community and industry to support understanding and enhance compliance
- take a data-led and risk-based approach to your work and have the ability to use data to drive campaign and strategy development, as well as evaluation and ongoing improvement
- enjoy being a senior member of a team which works in a fast-paced environment and have the ability to adapt well to change and balance competing priorities.

POSITION PURPOSE

You will be a senior member of the Regulatory Communications and Engagement team in Access Canberra working collaboratively to improve compliance across industries through proactive, targeted and effective engagement and education.

DUTIES / RESPONSIBILITIES

Under limited direction you will be required to:

1. Be a senior member of a team which takes an industry and stakeholder first approach to developing effective education and information campaigns and strategies.
2. Present what can be complex regulatory and legislative information in innovative ways to support community and industry understanding, achieve cut through, effect behaviour change and enhance compliance.

3. Use data and insights to inform priorities, shape information and measure success.
4. Support Statutory Office holders on emerging issues which may impact on the community or industry and develop effective communication and engagement solutions.
5. Work with teams across all areas of Access Canberra to support organisational priorities.
6. Develop and deliver effective organisational communication and engagement strategies and approaches.
7. Support a positive team culture, focused on personal growth and career development.
8. Work collaboratively across the organisation and broader ACT Public Service (ACTPS) – particularly with key stakeholders in Chief Minister, Treasury and Economic Development Directorate.
9. Understand and work within the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect, Equity and Diversity framework, work health and safety, and participative work practices.
10. Undertake diverse tasks, including administration and projects as requested.
11. This role includes the supervision of staff.

SELECTION CRITERIA (CAPABILITIES)

Your suitability for this position will be assessed in three key areas and how they relate to the duties/responsibilities above:

Skills

1. Strong stakeholder liaison and relationship building skills.
2. High level oral and written communication skills across diverse distribution channels, including the ability to express complex ideas in a clear and concise manner in education and guidance materials, reports, briefing material and complex correspondence.
3. Ability to analyse data and research to support program design, delivery and evaluation.
4. Sound Microsoft Office, database and administration skills.

Knowledge

5. Ability to develop, implement and evaluate multi-channel communication and education campaigns.
6. Experience in, or understanding of, regulatory, policy or other technical content.

Behaviour

7. Critical thinking skills and a strong attention to detail, sound judgement, a 'can-do' approach to developing new, creative and innovative ideas.
8. The ability to work with a team to deliver collaborative solutions to complex problems.
9. Adaptability to changing circumstances and successfully managing multiple priorities and demands, in a dynamic, complex and diverse environment.
10. Resilience and the ability to work productively in a high-pressure environment.
11. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

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

Professional / Technical Skills and Knowledge

1. Expertise and professional experience in working in multidisciplinary communications, education and/or engagement teams.
2. Understanding of contemporary communications and media practices.
3. Knowledge of, and exposure to, complex regulatory agencies and organisations or information.

Qualifications

Relevant tertiary education qualifications such as in Communications, Marketing and/or Public Relations would be beneficial.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director, Regulatory Communications and Engagement, 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Never

<i>The position in an activity based work environment</i>	
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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	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent paid 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)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
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	Frequently
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	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	Occasionally