

# POSITION DESCRIPTION

## POSITION DETAILS

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**Position title:** Licensing/Authorised Officer

**Business unit:** Gaming Operations

**Classification:** ASO5

**Location:** Woden, Dickson, Flexible

**Position number:** 05717

**Reports to:** Team Leader, Gaming Operations

**Division:** Access Canberra – Authorisations & Approvals Branch

**Date last reviewed:** July 2026

## DIRECTORATE OVERVIEW

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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.

# POSITION DESCRIPTION

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

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### 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, enabling activity-based work in a fun and creative environment.

## BUSINESS UNIT OVERVIEW

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# POSITION DESCRIPTION

The Authorisations & Approvals Branch comprises of several sub-units responsible for licensing and registrations under the Registrar-General, the Commissioner for Fair-trading and on behalf of the ACT Gambling and Racing Commission.

As a licensing officer within the Gaming Operations team, you will be responsible for supporting the team leader in assessing a range of applications made under the gaming legislation within the ACT. These range in complexity from industry based licensing for individuals to more involved probity assessments undertaken on corporate entities with complex structures, a wide range of applications related to the operation of electronic gaming machines, lotteries applications, and casino licensing functions.

## POSITION PURPOSE

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As a licensing officer you will be responsible for balancing competing priorities whilst providing a range of administrative functions. You'll be assessing applications under various gaming legislation where you will need to think critically and apply your risk based decision-making skills, all while applying your understanding of the legislation the underpins our various licensing schemes. You'll be in contact with applicants and other stakeholders on a daily basis, so well-developed communication skills are essential. It's all in a day's work in the Gaming Operations team, and we'd love to have you join us.

## DUTIES / RESPONSIBILITIES

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1. Within a customer focused framework, exercise statutory and delegated functions while applying a risk based approach to licensing and registration in accordance with the legislative and operational policies of the Branch.
2. Assess and process requests for service, permit and licence applications and maintain database systems.
3. Assist with the assessment of gaming licensee tax reporting.
4. Assist management in the preparation of ministerial correspondence and reports, the conduct of projects, the streamlining of procedures and practices, the reduction of 'red tape' and with the operational implementation of government initiatives
5. Assist in the conduct of internal governance projects and the preparation of associated documents and reports.
6. This position may involve supervision of 1 ASO 4 staff member.

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## SELECTION CRITERIA (CAPABILITIES)

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Your suitability for this position will be assessed in three key areas against the duties above and the ACTPS Shared Capability Framework:

### Skills

- Demonstrated ability to manage work outcomes, both individually and as a team, and operate in a complex work environment.
- Well developed communication skills and ability to use complex communication strategies tailored to Government and private sector stakeholders.
- Background or qualifications in regulatory delivery, particularly in the delivery of services to the community while ensuring the desired regulatory outcome is delivered.

### Knowledge

- Demonstrated understanding of the application of risk methodologies to achieve outcomes.
- Knowledge of gaming legislation and working in complex regulatory environments.
- Demonstrated emotional intelligence while providing outstanding customer service in a regulatory environment.

### Behaviours

- Demonstrated ability to work with a team and support a positive culture.
- Demonstrated ability to add value to the Branch, Access Canberra, and ACT Government based on the ACT Government Signature Values and Behaviours and the Access Canberra culture as described in the Division Overview.
- Commitment to ACTPS values of Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

## COMPLIANCE REQUIREMENTS / QUALIFICATIONS

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- Previous experience within a similar regulatory focused role would be advantageous, but not essential.
- Visa holders are eligible to apply for temporary roles. Those individuals with temporary residency or limited-duration visas may be offered employment for the duration of their visas.
- This position **does not** require a Working with Vulnerable People Check.
- This position **does not** require a security clearance.

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## WORK ENVIRONMENT DESCRIPTION

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The following work environment description outlines the inherent requirements of the role of [Licensing/Authorised Officer](#) (position number [P05717](#)) 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                                 | Never        |
| 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 | Occasionally |
| Access to Accrued Days Off (ADO's)                                                         | Never        |
| Peaks and troughs                                                                          | Frequently   |
| 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)     | Frequently |
| Working in a call centre environment                        | Never      |

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|                                  |              |
|----------------------------------|--------------|
| Working directly with the public | Occasionally |
|----------------------------------|--------------|

| 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 | 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         | Occasionally |
| Exposure to potentially distressing case material | Never        |

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| OTHER                                        | FREQUENCY    |
|----------------------------------------------|--------------|
| Uniform required                             | Occasionally |
| Personal Protective Equipment (PPE) required | Occasionally |