CITY AND ENVIRONMENT DIRECTORATE (CED) POSITION DESCRIPTION

POSITION DETAILS

Position title: Team Leader/Authorised Officer

Classification: ASO6

Position number: P03855

Division: Access Canberra

Branch: Authorisations & Approvals

Location: Woden/Dickson/Flexible

Reports to: Assistant Director (SOGC)

Date last reviewed: November 2026

Position requirements: Nil

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.

ACT Government

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 licensing and 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 support to engage in the workforce due to a disability, if you are a veteran or 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.

BUSINESS UNIT OVERVIEW

The Liquor and Gaming Licensing Unit processes a wide range of applications for new licences, registrations, permits and the renewal of these on behalf of the Commissioner for Fair Trading and the ACT Gambling and Racing Commission.

POSITION PURPOSE

The Gaming Operations team is responsible for the delivery of efficient and appropriate licensing and approval functions across the ACT Gaming Industry. The occupant of the role will act as the primary interface between the team and Senior Officers, and for industry-based enquiries and communications. The position has, amongst other duties, primary responsibility for coordinating monthly and quarterly reporting activities for the Gambling and Racing Commission Board, and the efficient allocation, monitoring and reporting on work assigned to direct reports.

DUTIES / RESPONSIBILITIES

1. Model and create a cooperative team environment focused on delivering regulatory outcomes
2. Lead a risk-based approach to licensing and other types of approval undertaken by the team
3. Exercise statutory and delegated functions
4. Draft complex workplace correspondence
5. Actively foster an environment of working together across the various disciplines within Access Canberra
6. This position does involve direct supervision of staff.

SELECTION CRITERIA (CAPABILITIES)

Your suitability for this position will be assessed in three key areas:

1. **Skills** - the skills you have, based on your qualifications and previous experience, to fulfil the duties/responsibilities of the role
    - Demonstrated ability to lead, manage and have oversight over complex issues and projects
    - Proven ability to communicate with influence, provide advice and prepare complex written documentation
2. **Knowledge –** the knowledge you have, based on your qualifications and experience, that will enable you to perform the duties/responsibilities of the role to a high standard
3. **Behaviour –** how well you will fit into the team, Branch, Access Canberra and ACT Government based on the ACT Government Signature Values and Behaviours and the Access Canberra Culture described in the Division Overview
    - Demonstrated ability to build and utilise professional relationships with stakeholders
    - Demonstrated ability to innovate and problem solve
    - Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Previous experience leading teams in complex regulatory environments would be an advantage.
- 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.
- This position **does not** require a Working with Vulnerable People Check.
- This position **does not** require a Security Clearance.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Team Leader/Authorised Officer (position number P03855) 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 ***The position in an activity based work environment***	Never

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

ACT Government

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	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	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
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

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