

POSITION DESCRIPTION

POSITION DETAILS

Position title: Assistant Director, Gaming Operations

Business unit: Gaming Operations

Classification: SOG C

Location: Woden, Dickson, Flexible

Position number: 38508

Reports to: Director, Gaming Operations

Division: Access Canberra – Authorisations & Approvals Branch

Date last reviewed: July 2026

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.

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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. 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

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 an Assistant Director within the Gaming Operations team, you will be responsible for the operational oversight of a team with carriage for 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

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structures, a wide range of applications related to the operation of electronic gaming machines, lotteries applications, and casino licensing functions.

Amongst other responsibilities, this position has primary carriage for coordinating the operational delivery of the ACT Government's commitment to reduce the number of electronic gaming machines to 1000 by 2040.

POSITION PURPOSE

As an Assistant Director your work will have a direct impact on making Canberra a better place to live. You will operate with a medium/high degree of independence and assist the Director and team members with the delivery of major contributions and initiatives aimed at improving both service delivery and enhancing the regulatory landscape in the ACT.

DUTIES / RESPONSIBILITIES

1. Demonstrate sound judgement in the delivery of operational matters within a regulatory context with a focus on licensing, authorisations, and other approvals.
2. Provide high level advice to Senior Officers, the Access Canberra Executive, the ACT Gambling and Racing Commission, ACT Government and Public Sector stakeholders on regulatory and operations matters.
3. Assist with, or prepare independently, high quality reports, submissions, high level briefs, and correspondence on a number of complex technical or policy issues for consideration of Senior Officers.
4. Assist with the implementation of a risk-based approach to administrative and regulatory decision making.
5. In conjunction with the Director, represent Access Canberra at high-level meetings, consultations, negotiations, and other forums with both internal and external stakeholders.
6. 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
7. This position involves direct supervision of staff.

SELECTION CRITERIA (CAPABILITIES)

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

Skills

- Strong leadership involving the ability to manage work outcomes, both individually and as a team, and operate in a demanding work environment.
- Well developed communication skills and ability to use complex communication strategies tailored to Government and private sector stakeholders.

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- Background or qualifications in regulatory delivery, particularly in the delivery of services to the community while ensuring the desired regulatory outcome is delivered.

Knowledge

- Sound understanding of the application of risk methodologies to achieve outcomes.
- Demonstrated 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 to lead and model a positive team 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

- Previous experience in an operational regulatory environment is highly desirable.
- 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 Assistant Director (position number P38508) 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

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Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never – workplace is an activity-based environment

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

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
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	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally

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Frequent travel – driving	Occasionally
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	Occasionally
Personal Protective Equipment (PPE) required	Never