



# POSITION DESCRIPTION

**Directorate:** City and Environment Directorate

**Position Number:** P14626

**Division:** Access Canberra

**Classification:** ASO 4

**Business Unit:** Construction Licensing and Registrations

**Location:** Woden

**Last Reviewed:** June 2026

**Position Title:** Licensing Officer

**Position Requirements:** Nil

## DIRECTORATE OVERVIEW

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The City and Environment Directorate (CED) leads the public sector and works collaboratively both within government and with the community to achieve positive outcomes.

As a central agency, CED provides strategic advice and support to the Chief Minister, the Directorate's Ministers and the Cabinet on policy, economic and financial matters, service delivery, whole of government issues and intergovernmental relations.

The Directorate facilitates the implementation of government priorities, drives initiatives and leads the strategic direction for the ACT Public Service, to ensure that it is well positioned to perform its role.

## DIVISION OVERVIEW

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Access Canberra provides 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.

## BUSINESS UNIT OVERVIEW

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The Authorisations and Approvals Branch (the Branch) is responsible for delivering on the Construction Occupations Registrar's vision for:

- An empowered community
- An accountable industry
- An effective regulator

The Branch works together to:

- Protect the community from harm,
- Improve confidence in building and construction activities by being a proactive and responsive regulator, and
- Engage with stakeholders to achieve good regulatory outcomes.

Each team in the Branch implements and enforces regulatory regimes under the construction and planning laws of the Territory. We do this through engagement with stakeholders and proactive action, as well as reactive and proportionate enforcement actions.

The Construction Licensing and Registration Section (the Section) is primarily responsible for the assessment, maintenance and ongoing management of construction-related licences and registrations administered under:

1. the *Construction Occupations (Licensing) Act 2004* (COL Act),
2. the *Architects Act 2004* (the AR Act),
3. the *Professional Engineers Act 2023* (the PE Act),
4. the *Property Developers Act 2024* (the PD Act) and
5. the *Work Health and Safety Act 2011* (the WHS Act).

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

## **POSITION OVERVIEW**

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Reporting to a Team Leader, you will be responsible for the delivery of quality advice, assessments, and decisions for construction related licences and registrations.

You will undertake assessments in accordance with various construction-related regulatory frameworks to determine applicant, existing licence and registration holder suitability.

Under the guidance of a Team Leader, you will also be responsible for the delivery of secretariat functions to various construction related boards, committees, and forums. This includes but is not limited to the management of correspondence, preparation and dissemination of important information, and meeting scheduling for various forums.

## **WHAT YOU WILL DO**

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Under general direction, you will:

1. Perform various licensing and registration assessments in line with relevant regulatory frameworks.
2. Maintain various licences and registrations in line with legislation and statutory authorities.
3. Research, investigate and resolve issues and complaints in relation to licensing and registrations.
4. Perform secretariat functions on behalf of advisory and statutory boards across various licences and registrations.
5. Perform various administrative functions to support the functions of the Section.
6. Liaise with industry stakeholders and authorities and the community through various methods of communication.
7. This position does not involve direct supervision of staff.

## **WHAT YOU REQUIRE**

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

### **Professional / Technical Skills and Knowledge**

1. Demonstrated stakeholder engagement skills, including the ability to tailor communication and information packages to a wide range of audiences.
2. The ability to read, interpret and apply regulatory frameworks with attention to detail.
3. The ability to provide outstanding customer service to internal and external stakeholders in an often high-paced and high-pressure environment.

### **Behavioural Capabilities**

1. The ability to work as part of a team and contribute to a positive team culture.
2. Demonstrated ability to add value to the team in line with the ACT Government Signature Values and Behaviours.

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Licensing Officer (position number P14626) and indicates how frequently each of these requirements would be performed. Please note that ACTPS 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
*Note: the position works in an Activity Based Work (ABW) environment. Under ABW arrangements, staff do not have a designated workstation/desk.	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Never
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 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	Frequently
Working directly with the public	Frequently

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	Occasionally
Lifting 10kg+	Never
Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally

Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

<b>TRAVEL</b>	<b>FREQUENCY</b>
Frequent travel – multiple work sites	Never
Frequent travel – driving	Never
Frequent travel – interstate	Never

<b>SPECIFIC HAZARDS</b>	<b>FREQUENCY</b>
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

<b>OTHER</b>	<b>FREQUENCY</b>
Uniform required	Never
Personal Protective Equipment (PPE) required	Never