

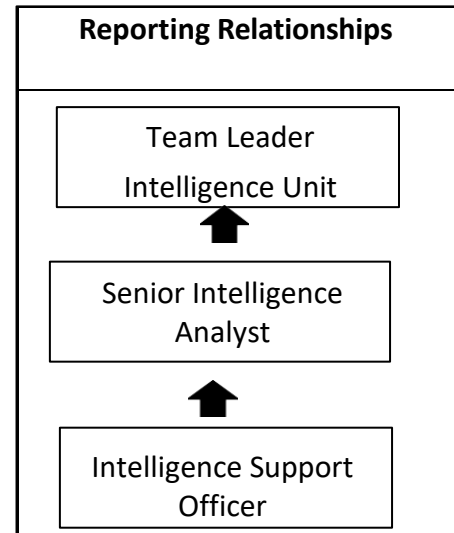


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Corrective Services
Branch	Community Corrections
Position Number	P49902
Position Title	Intelligence Support Officer
Classification	Administrative Service Officer 4 (ASO4)
Location	2 Constitution Ave, Canberra City
Last Reviewed	August 2026



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 as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and support a democratic society;
- Strengthens community safety;
- Protects people's legal and human rights and interests;
- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Manager of Government Business
- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

BUSINESS UNIT/AGENCY OVERVIEW

ACT Corrective Services (ACTCS) is a part of the Justice and Community Safety Directorate, which delivers and contributes to upholding the rule of law, the Westminster style of democratic government and the principles of fairness, equity and tolerance in the relationship between the government and our community.

Our Values: **Respect | Integrity | Collaboration | Innovation | Dignity**

Our Vision: To be recognised as a leader in the provision of effective Corrective Services which positively changes lives, reduces re-offending and prevents future victims.

Our Mission: To contribute to a safer community through:

- The safe, secure, decent and humane management of offenders both in custody and the community; and
- The provision of sustainable opportunities for offenders to lead law abiding and productive lives in the community through rehabilitation and reintegration.

BRANCH OVERVIEW

Community Corrections co-ordinates strategies that aim to improve service delivery operations across the three operational areas of Custodial, Community Corrections and Reintegration. Services are delivered through the following work areas:

- **Community Corrections** - plays a vital role in the management and supervision of persons subject to a community-based Court or Parole Order by seeking to reduce criminogenic risk and providing support to address other causal factors related to their offending behaviour.
- **Justice Housing Program and Reintegration** – plays a vital role in the successful reintegration of offenders into the community, by delivering strong reintegrative services through housing and throughcare.
- **Intelligence Unit** - is responsible for the strategic, operational and tactical intelligence across the whole of ACTCS, as well as the identification of systemic themes and risks within ACTCS and early indicators of criminal activity.

POSITION OVERVIEW

The Intelligence Unit (IU) is a small, discrete unit which reports directly to the Assistant Commissioner, Community Corrections Division. It is responsible for:

- Strategic, operational and tactical intelligence across the whole of ACTCS.
- The identification of systemic themes and risks within ACTCS as well as the identification of early indicators of criminal activity.

The Intelligence Support Officer within the ACTCS Intelligence Unit supports an intelligence-led, risk-based intelligence capability for ACTCS. The Intelligence Support Officer will be responsible for supporting intelligence functions, including administrative tasks.

The Intelligence Support Officer will work independently to process incoming stakeholder requests for information and further support the intelligence team to collect information from systems. Under the direction of a Senior Intelligence Analyst, the Intelligence Support Officer will also support the coordination and preparation of meetings and events.

WHAT YOU WILL DO

Under the general direction of a Senior Intelligence Analyst, the Intelligence Support Officer will:

1. Contribute collaboratively to quality customer service delivery in a high-volume work environment, including as the first point of contact for incoming requests for information and phone calls.
2. Co-ordinate and process a range of administrative support activities efficiently and complete designated tasks in accordance with established timelines, legislation, policies, procedures and standards.
3. Respond efficiently and accurately to all enquiries from stakeholders, customers, escalating as necessary following established practice and procedures.
4. Review complex information in documents and system records, with a high attention to detail, to support and add value to workflows and intelligence functions.
5. Use, maintain and/or monitor various ACTCS databases and systems (i.e. detainee telephone system, offender management system and the intelligence database)
6. Process and record information and intelligence appropriately and ensure appropriate levels of security and confidentiality are adhered to, including storage and dissemination.
7. Participate in the proceedings of meetings and provide administrative support and follow up on actions as required.
8. Respond effectively to frequent changes in the operating environment, work practices, guidelines and systems and undertake other administrative duties, intelligence or project work as required.
9. Maintain records in accordance with the Territory Records Act 2002.

WHAT YOU REQUIRE

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 ability to respond and prioritise high volume of requests and queries.
2. Ability to use information systems and databases and process information efficiently and appropriately.
3. Demonstrated ability to review and assess information to make factual findings.

Behavioural Capabilities

1. Sound oral, written communication skills and well-developed liaison skills including the ability to communicate efficiently, sensitively and effectively with a range of stakeholders.
2. Ability to work autonomously and as a member of a team.
3. Demonstrates a commitment to integrity and professionalism in all work.

Compliance Requirements/Qualifications

1. Experience working in an intelligence environment will be highly regarded.
2. The successful candidate will be required to undergo a National Police check.
3. The successful candidate will be required to gain Working with Vulnerable People registration.
4. To be eligible for permanent or temporary employment within the ACT Public Service (ACTPS) you must be an Australian citizen, a permanent resident or hold a valid work visa.
5. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Intelligence Support Officer (P49902)** 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	Never
Designated workstation	Frequently

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

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time (data entry)	Frequently

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
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
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OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never