



POSITION DESCRIPTION

Organisation:	ACT Long Service Leave Authority (ACT Leave)	Position number:	49097
Business unit:	Operations	Classification:	ASO6
Position title:	Manager, Client Services	Location:	Bruce ACT
		Last reviewed:	July 2026

Who we are

The Long Service Leave Authority (ACT Leave) is a Statutory Authority of the ACT Government responsible for the administration of portable long service leave benefit schemes for covered industries within the ACT.

Our vision is to make portable long service leave universally understood and recognised as an important and accepted part of the employment landscape. Our activities are determined by the *Long Service Leave (Portable Schemes) Act 2009*, and we are governed by a Board of Directors appointed under the legislation. ACT Leave is led by the Chief Executive Officer and Registrar, supported by an Executive Team.

ACT Leave provides staff with flexible working arrangements and access to a range of roles and professional development and training opportunities tailored to their career goals and ambitions. Our values: Responsive, Reliable, Approachable, Transparent, and Informative, are at the core of our organisation. We display these values in everything we do, to deliver quality customer service outcomes, exhibit teamwork, be proactive and willing to continuously improve, be outcome focused, accountable for our actions and promote and maintain public confidence in our work.

For more information about ACT Leave, visit our website <https://actleave.act.gov.au/>

About your team

Reporting to the Assistant Director, Client Services, the Client Services Team is the first point of contact for employers and workers engaging with ACT Leave, providing frontline client service support about the portable long service leave schemes. This team works alongside colleagues in the Operations Team to support employers and workers to comply with the *Long Service Leave (Portable Schemes) Act 2009*.

Your contribution

Reporting to the Assistant Director, Client Services, this role is responsible for leading the day-to-day supervision and coordination of the Client Services Team, ensuring service delivery objectives and standards are being achieved across phone, email and other contact channels. This role provides first-line escalation and resolution of complex client enquiries, oversees registration and returns processing, manages workflow priorities, and builds team capability to deliver a consistent, high-quality service experience to employers and workers. The role works closely with the Assistant Director, Client Services to monitor and analyse operational performance and coordinate and support continuous improvement.

Team supervision and coordination

- Lead day-to-day work of the Client Services Team, managing workflows, setting priorities and ensuring service standards, performance targets and operational objectives are achieved across all client contact channels.
- Provide coaching, on-the-job training and day-to-day performance management for Client Services Team members, building their capability in enquiry handling, registrations and returns processing.

- Act as the first point of escalation for team members on complex enquiries relating to obligations, entitlements, registrations and scheme processes, exercising judgement in resolving operational issues and referring highly complex or sensitive matters to the Assistant Director, Client Services.

Quality assurance and service delivery

- Coordinate and undertake quality checks of client interactions and transactions including enquiry responses, registrations and returns lodgements, ensuring accuracy and consistency with legislation and procedure.
- Personally resolve escalated or sensitive client matters including complex missing service or discrepancy issues, working with employers and workers to achieve timely and appropriate outcomes.
- Monitor and analyse contact channel performance data (call volumes, wait times, response times) to identify service issues and report emerging trends to the Assistant Director, Client Services.

Registrations, returns and compliance support

- Support delivery of the Annual Statement process and returns compliance activity, coordinating the Client Services Team's contribution to promotion and follow-up.
- Oversee the team's maintenance of accurate employer and worker records, ensuring data quality supports compliance, reporting and operational decision-making.

Reporting and continuous improvement

- Prepare and contribute to client service reporting for the Assistant Director, Client Services, highlighting trends, risks, service outcomes and team performance.
- Coordinate and support the review and implementation of client service process improvements and system changes, testing changes before wider rollout.
- Contribute to the development and review of plain-language client communications, resources and guidance materials.

Capability and culture

- Promote a positive, service-focused team culture within the Client Services Team, building team capability to deliver high-quality, consistent client service experiences.
- Model, uphold and support public service values, including the ACT Public Sector Code of Conduct, and demonstrate commitment to fostering respectful, equitable, diverse, inclusive and culturally safe workplaces, and workplace health and safety principles and practices.
- Deputise for the Assistant Director, Client Services on routine operational matters as required and build capability to successfully act during periods of leave, ensuring continuity of service delivery and team leadership.

Our ideal candidate

Professional / Technical Skills and Knowledge

1. Demonstrated experience in delivering high-quality client service ideally within a regulatory, statutory or government environment, including managing complex enquiries and achieving service delivery outcomes.
2. Working knowledge of the *Long Service Leave (Portable Schemes) Act 2009*, or the ability to quickly acquire and apply this knowledge.
3. Demonstrated ability to lead, supervise, coach and develop a small team, including allocating work, monitoring performance and building team capability through feedback and support.
4. Well-developed analytical skills with the ability to interpret operational and service performance data, identify trends, risks and emerging issues, and providing recommendations to support service improvement.

5. Well-developed written and verbal communication skills including the ability to resolve complex or sensitive client matters, provide clear advice, and communicate legislative and procedural requirements to a range of stakeholders.
6. Demonstrated experience identifying, contributing to and implementing service or process improvements that enhance client outcomes, service quality or operational efficiency.

Behavioural Capabilities

This role requires capabilities consistent with the Team Leader/Semi-Autonomous level in the [ACT Public Service Shared Capability Framework](#) and the expectations of an officer operating in a small, high-accountable organisation. The following capabilities are essential to success in the role:

Capability	What this looks like in this role
Service Alignment (Service Delivery)	Aligns the Client Services Team's goals with Government priorities and ACT Leave's service standards, using service data to identify and address issues.
Delivering Results (Achieves Results with Integrity)	Prioritises the team's workload and establishes realistic timeframes for enquiry, registration and returns processing, remaining accountable for own and team performance.
Community/Stakeholder Relationships (Teamwork)	Ensures employers and workers have equitable, timely access to accurate service and builds effective working relationships across the Operations Team.
Effective Change (Thinking and Innovating)	Effectively plans and guides the Client Services Team through changes to processes, systems or channels, supporting team members to adapt with confidence.
Leadership (Leadership)	Takes ownership of team outcomes, follows through on commitments, and generously shares knowledge and expertise to build the capability of Client Services Team members.

Qualifications and other requirements

Preferred

- At least 2 years' experience in a frontline client service or contact centre role ideally within a regulatory or government environment.

Highly Desirable

- Tertiary qualifications in business, finance, law or a related discipline, or equivalent relevant experience.
- Experience in a statutory authority, regulatory body or government agency.
- Working knowledge of the *Long Service Leave (Portable Schemes) Act 2009* or equivalent scheme legislation.
- Experience supervising, coaching or leading the day-to-day work of a small team.
- A current registration issued under the *Working with Vulnerable People (Background Checking) Act 2011* may be required.

Work environment description

The following work environment description outlines the inherent requirements of the role of Manager, Client Services (Position Number: P49097) and indicates how frequently each of these requirements would be performed. Please note that ACT Leave is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

Administrative	Frequency
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Frequently
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	Occasionally
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	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	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never
Travel	Frequency
Frequent travel – multiple work sites	Occasionally
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	Never
Exposure to potentially distressing case material	Never
Other	Frequency
Uniform required	Never
Personal Protective Equipment (PPE) required	Never