CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Assistant Manager

Classification: Administrative Services Officer Grade 5

Position number: P19911

Division: Access Canberra

Business unit: Infringement Review Office

Location: Dickson, ACT

Reports to: Manager

Date last reviewed: October 2026

Position requirements: This position requires the successful applicant to be an Australian citizen or a permanent resident of Australia to be appointed as an Authorised Person under the *Road Transport (General) Act 1999*.

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.

DIVISION OVERVIEW

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 with brand new, state of the art accommodation enabling activity-based work in a fun and creative environment.

BUSINESS UNIT OVERVIEW

The Infringement Review Office is responsible for administering the Parking and Traffic Infringement Notice framework outlined in the *Road Transport (General) Act 1999*. The team are multi-skilled across a range of operational components, including assessing and responding to applications for withdrawal and Infringement Notice Management Plans, disputes of liability, requests for a waiver and the administration of court prosecutions.

Infringement Review Officers process a range of other administrative documentation in accordance with legislative requirements and assist the community to manage their infringement notices over the phone and via written correspondence. This team is also responsible for administering camera detected traffic infringements issued through both mobile and fixed cameras, as part of the Territory's Road Safety Camera Program.

POSITION PURPOSE

The Assistant Manager leads and supports the team in delivering the Infringement Review Office's operational functions, providing expert guidance on road transport legislation and infringement management. The role handles higher-level enquiries and complaints from the community, provides advice to management on complex infringement matters, prepares matters for court prosecutions and liaises with internal and external stakeholders. The Assistant Manager directly supervises a small team and plays a key role in the day-to-day running of the office.

DUTIES / RESPONSIBILITIES

Under the general direction of the Manager, the duties and responsibilities of the position include:

1. Lead, supervise, guide and support team members undertaking duties in relation to infringement management processes.
2. Provide excellent service and advice to the public regarding infringement matters. Be resilient, tactful and sensitive when assisting the community over the phone and in writing with complaints and requests for service.
3. Collaborate and foster productive working relationships with internal stakeholders across other ACTPS directorates and external stakeholders. This may include working closely with the AFP and the ACTGS Prosecutions team on court matters.
4. Perform a range of administrative tasks in an operational environment, which includes but is not limited to, the assessment of internal reviews, the production of required documentation for court proceedings within legislated timeframes and attending court as necessary.
5. Draft complex correspondence, reports, assessments, business procedures and other high-level documents as required.
6. Mentor and develop team members and assist management with the delivery of training.
7. Manage and maintain records relevant to the team and identify areas where improvements can be made. Effectively multi-task and prioritise competing issues and engage in continual problem solving.
8. Undertaking other duties appropriate to this level of classification which contribute to the operation of the business area.
9. This position does involve direct supervision of 5-11 team members.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Detailed knowledge of, or an ability to gain knowledge of, Road Transport legislation and infringement policies and processes.
2. Demonstrate excellent written and verbal communication skills, including the capacity to de-escalate heightened situations and the ability to deliver high quality, accurate documentation.
3. Demonstrate sound interpersonal skills with an ability to establish and maintain excellent working relationships with applicants, colleagues, and stakeholders.
4. Demonstrate an ability to supervise and lead staff, ideally but not necessarily, in a regulatory operational environment.
5. Demonstrate sound organisational skills, including the ability to effectively manage multiple tasks, determine priorities and meet strict deadlines in high pressure situations.
6. Remain adaptable and resilient to changing circumstances in an operational environment.
7. Consistently behave in a self-aware, honest, ethical, and professional way.
8. Collaborate and work effectively as part of a team, while contributing to a positive team culture.
9. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- This position requires the successful applicant to be an Australian citizen or a permanent resident of Australia to be appointed as an Authorised Person under the *Road Transport (General) Act 1999*.
- 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 Manager (position number P19911) 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	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
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	Occasionally
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	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	**FREQUENCY**
Frequent travel – multiple work sites	Never
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	Never

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