



# POSITION DESCRIPTION

**Directorate:** Chief Minister, Treasury and Economic Development

**Division:** Policy and Cabinet

**Branch:** ACT Heritage Library & Territory Records Office

**Section:** Archives ACT

**Position Title:** Territory Archives, Assistant Director, Access & Mail Services and Assistant Director, Operations & Projects

**Position Number:** P55190 & 43052

**Classification:** Senior Officer Grade C

**Location:** Mitchell ACT

**Last Reviewed:** 10/09/2026

## WHAT THE DIRECTORATE DOES

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The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the public sector and works collaboratively both within government and with the community to achieve positive outcomes.

As a central agency, CMTEDD 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 as well as leads the strategic direction for the ACT Public Service (ACTPS), to ensure that it is well positioned to perform its role.

The 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

## DIVISION OVERVIEW

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Policy and Cabinet is a dynamic, agile and strategic division that provides advice, support and direction across the ACT Public Service on complex policy matters, incorporating a central agency strategic and coordination role in strategic planning, infrastructure planning, social and economic policy, spatial planning, regional policy and engagement, government accountability and cross-government regulatory reform.

Policy and Cabinet supports the Chief Minister, the Minister for Government Services and Regulatory Reform, Cabinet, and the Head of Service as Secretary of Cabinet and Chair of Strategic Board, through the provision of policy and support, including Cabinet secretariat functions and advice.

Policy and Cabinet supports the Chief Minister when representing the ACT at intergovernmental forums, notably the National Cabinet and the Council of Capital City Lord Mayors. The Division manages and coordinates the ACT's relationships with other jurisdictions, most significantly with the Commonwealth, NSW, Australia's other capital cities and NSW Councils surrounding the ACT.

The Division is also home to Branches that lead whole of government priorities such as the ACT's wellbeing framework, Territory Records Office and the ACT Heritage Library.

### What we offer:

- Interesting and fulfilling work in a unique public sector environment where you can see the impact you have on the Canberra community.
- The opportunity to work with passionate, innovative and experienced people who encourage and support you to develop your interests and expertise.
- A flexible workplace with a mix of working from home and with state-of-the-art accommodation enabling activity-based work in an engaging and creative environment.

## BUSINESS UNIT OVERVIEW

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Under the responsibility of the Special Minister of State, the [Territory Records Office](#) is the recordkeeping regulator and archives authority for the ACT Government. The Office assists Territory agencies to meet their records management requirements as set out in the Territory Records Act 2002 and provides policy leadership and strategic direction on information governance and access issues across the ACT Public Service.

The Office supports the Director of Archives ACT to exercise functions under the Territory Records Act 2002,

including by setting standards for records management, authorising the disposal of and promoting access to Territory records, monitoring the performance of records management across government, and promoting good governance in an open government environment.

## **Archives ACT**

Archives ACT provides a range of high quality and cost-effective records management and mail distribution services, to the majority of the ACT Government. These services include:

- Creation and retrieval of files
- Management of storage requirements and third-party storage accounts
- Provision of advice and assistance
- Assistance in the identification and destruction of time-expired records

## **Public Access**

[ArchivesACT](#), Public Access, a section within Territory Archives, assists members of the public to have access to ACT Government records that are more than 20 years old. Located at Building 6, 9 Sandford Street Mitchell, ArchivesACT staff work with agencies across the ACT Government to promote and provide public access to Government archives.

## **ACT Government Mailroom**

The ACT Government Mailroom, a section within Territory Archives, provides mail delivery services to all directorates. Using mail tracking systems and electric vehicles, the mailroom is a modern, efficient, and environmentally focused operation, ensuring services are delivered in a timely and secure manner. The mailroom is located at Building 4, 9 Sandford Street, Mitchell.

## **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 candor and respect, and who have the motivation to drive initiatives from conception through to delivery. We are curious about each other's work and ask, "who else needs to know?"

## **What we offer:**

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The opportunity to work with passionate, innovative, and experienced people who encourage and support you to develop your interests and expertise.

Further information about the ACT Heritage Library & Territory Records Office can be found at:

<https://www.territoryrecords.act.gov.auArchivesACT>  
<https://www.library.act.gov.au/find/history/search>

## POSITION OVERVIEW

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There are two Assistant Director roles within the Territory Archives team.

The **Assistant Director, Access & Mail Services**, oversees three key operational teams within Archives ACT: ArchivesACT, the Digitisation Team, and the ACT Government Mailroom. This role is responsible for managing public access to historical ACT Government records through ArchivesACT, leading digitisation activities to enhance preservation and accessibility of government information, and ensuring efficient, secure, and timely mail delivery services across all directorates via the Mailroom. The position requires strong leadership, operational oversight, stakeholder engagement, and a commitment to service excellence, innovation, and sustainability.

The **Assistant Director, Operations & Projects**, manages a team which provides high-level system administration, operational management, records project delivery and governance support to ACT Government directorates. This role leads the team in delivering operational services, records related initiatives, while also being responsible for strategic reporting, data quality management and staff support.

## WHAT YOU WILL DO

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1. Lead and motivate teams operating in a physical records environment, undertaking a range of records management activities, including mail service delivery, while ensuring compliance with legislative requirements, quality standards, and best practices.
2. Oversee the management of various records systems, including document uploading, data import/export, access and security controls, auditing, reporting, system modifications, and quality assurance.
3. Manage day-to-day operations to ensure the ongoing delivery of high-quality customer service to the Canberra community and the ACT Public Service.
4. Liaise and negotiate with a range of stakeholders regarding records and information management practices, including public events and access initiatives, records digitisation and preservation activities, records management projects, and mail service delivery.
5. Foster a culture of Work Health and Safety (WHS), quality assurance, and customer service across Territory Archives.
6. Supervise staff, including supporting their professional development and performance.

## 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 understanding of legislation, policy frameworks and practices governing the management of ACT Government records and information.
2. Understanding of governance frameworks including risk management, quality assurance and project and change management.
3. Demonstrated experience in managing and analysis of systems including archives and records management systems, customer relations/workload management systems.
4. Demonstrated experience leading, guiding, managing and developing teams to meet set outcomes.

5. Demonstrated experience in driving cultural change.

## Behavioural Capabilities

1. Leadership expertise in delivering agreed business outcomes by taking initiative, organising resources, prioritising and delegating tasks and setting clear direction, as well as providing guidance and mentoring for the team.
2. Build and maintain effective professional relationships, to work collaboratively and provide high-quality service in line with the team's objectives and customer needs.
3. Innovative approach to continually deliver improvements to existing processes and service delivery, to enhance customer satisfaction.

## Compliance Requirements / Qualifications

1. This position may require a minimum AGSVA Baseline Security Clearance, or the ability to obtain one.
2. This position requires the ability to work in a manual handling environment.
3. This position may require a pre-employment medical.
4. This position does not require a Working with Vulnerable People Check.
5. Qualifications or equivalent experience in archives, libraries or records management are desirable but not essential

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the roles of Assistant Director, Access and Operations and indicates how frequently each of these requirements would be performed. Please note that CMTEDD 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 | Occasionally |
| Graphical/analytical based  | Never        |
| Sitting at a desk           | Frequently   |
| Standing for long periods   | Occasionally |
| Designated workstation      | Frequently   |

| STANDARD HOURS                                                                             | FREQUENCY    |
|--------------------------------------------------------------------------------------------|--------------|
| Flexible working hours (access to flex time)                                               | Frequently   |
| 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                                                                          | Occasionally |
| Frequent overtime                                                                          | Never        |
| Rostered shift work                                                                        | Never        |

| SOCIAL DEMANDS                                              | FREQUENCY    |
|-------------------------------------------------------------|--------------|
| Work with others towards shared goals in a team environment | Occasionally |

|                                                         |       |
|---------------------------------------------------------|-------|
| Work in isolation from other staff (remote supervision) | Never |
| Working in a call center environment                    | Never |

|                                  |       |
|----------------------------------|-------|
| Working directly with the public | Never |
|----------------------------------|-------|

| PHYSICAL DEMANDS                                             | FREQUENCY    |
|--------------------------------------------------------------|--------------|
| Distance walking (large buildings or inter-building transit) | Occasionally |
| Working outdoors                                             | Occasionally |

| MANUAL HANDLING                                           | FREQUENCY    |
|-----------------------------------------------------------|--------------|
| Lifting 0 – 5kg                                           | Occasionally |
| Lifting 5 – 10kg                                          | Occasionally |
| Lifting 10kg+                                             | Occasionally |
| 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 | 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                             | Occasionally |
| Personal Protective Equipment (PPE) required | Occasionally |