

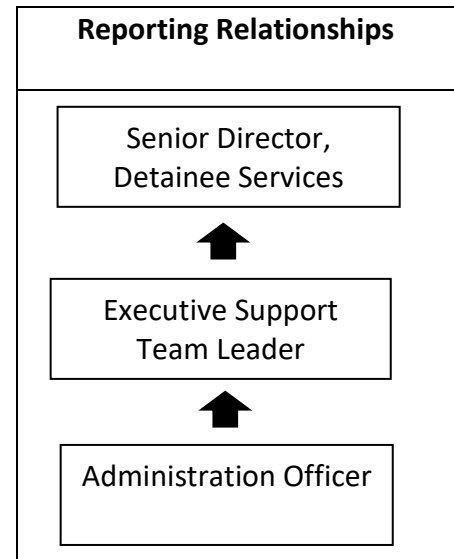


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit	ACT Corrective Services
Branch	Custodial Operations
Position Number	36294
Position Title	Administration Officer
Classification	Administrative Services Officer Class 3 (ASO3)
Location	Alexander Maconochie Centre (AMC)
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 change lives, reduce re-offending and prevent 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

Custodial Operations is responsible for the:

- Secure operations of the Alexander Maconochie Centre (AMC) and the Court Transport Unit (CTU);
- Safe and humane management of detainees; and
- Delivery of rehabilitative opportunities for detainees through programs, industries and education.

POSITION OVERVIEW

The Administration Officer will assist in managing personal and professional visit bookings at the AMC as well as responding to enquiries and complaints. The Administration Officer will be required to maintain records and undertake basic data entry, including incident reporting data.

The Administration Officer will answer general enquiries and draft basic correspondence to visitors and other members of the public.

The Administration Officer will have the ability to think and act in a busy environment, possess excellent customer service and communication skills and have a demonstrated ability to manage personal work priorities.

WHAT YOU WILL DO

Under the direction of the Executive Support Team Leader, the Administration Officer will:

1. Undertake administrative activities to support the operations of the AMC.
2. Assist with the management of personal and professional visit bookings at the AMC.
3. Draft basic correspondence to visitors and other members of the public.
4. Answer general enquiries calls, assist with queries and complaints.
5. Maintain records and provide record management in accordance with the requirements of the *Territory Records Act 2002* including: file management; filing original documents in appropriate folders as per archive requirements.
6. Undertake basic data entry including but not limited to incident reporting data.
7. Undertake other duties as directed and/or required including assisting other areas to contribute to ongoing data collection and compliance monitoring within the workplace.
8. This position does not involve direct supervision of staff.

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. Ability to undertake administrative skills, including the ability to answer phone calls, direct enquiries, compose emails and maintain computerised records.
2. An ability to use computer applications in the workplace, including the ability to use the Microsoft Office Suite, Records Management Systems such as TRIM and other purpose built databases.
3. Sound written and verbal communication skills, including the ability to draft workplace documents with an attention to detail.
4. Sound customer service skills.

Behavioural Capabilities

1. Sound interpersonal skills and ability to build and maintain effective relationships with a wide range of stakeholders both internal and external to achieve positive outcomes.
2. The ability to manage competing priorities and meet multiple demands and the ability to produce high quality work and meet team objectives.

Compliance Requirements/Qualifications

1. This position requires a Working with Vulnerable People Check.
2. 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.
3. 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 **Administration Officer (P36294)** 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	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
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	Occasionally
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)	Never
Working in a call centre environment	Never
Working directly with the public	Frequently

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	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	Occasionally
Exposure to potentially distressing case material	Occasionally

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