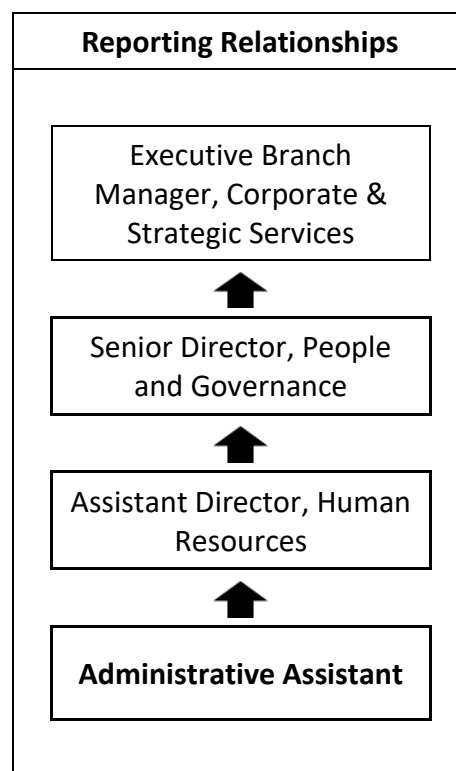


Directorate	Justice and Community Safety
Business Unit	ACT Courts and Tribunal
Branch	Corporate and Strategic Services
Section	People and Governance
Position Title	Administrative Assistant, People and Governance
Position Number	P51245
Classification	Administrative Services Officer 4 (ASO4)
Location	Canberra City
Last Reviewed	September 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.

The ACTPS supports workforce diversity and is committed to creating an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability, culturally diverse people and those who identify as LGBTIQ are encouraged to apply.

The ACTPS is committed to the principles of Reasonable Adjustment to ensure everyone has equitable employment opportunities.

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

BUSINESS UNIT OVERVIEW

The ACT Courts and Tribunal (**ACTCT**) supports the proper administration of justice by providing high quality support to judicial officers and tribunal members and high-quality services to those using the courts and tribunal. It provides the Supreme Court, Magistrates Court and ACT Civil and Administrative Tribunal (**ACAT**) with registry, court support, forensic, corporate and strategic services.

The ACTCT is led by the Chief Executive Officer (CEO) appointed under the *Court Procedures Act 2004* and has the following business areas:

- Executive
- Registrar Supreme Court (including Supreme Court Registry Operations and Sheriff's Office)
- Registrar Magistrates Court (including Magistrates Court Registry Operations and the Forensic Medicine Centre)
- Registrar ACAT (including ACAT Registry Operations)
- Corporate and Strategic Services.

NOTE: The nature of the organisation is such that staff may be exposed to occupational violence, vicarious trauma, sensitive material or information that may be confronting and culturally sensitive. ACTCT provides support services and training to assist staff in being culturally aware, resilient and safe in the workplace.

BRANCH OVERVIEW

The Corporate and Strategic Services branch is responsible for delivering a range of corporate and strategic services that support the operations of each Court and ACAT.

Corporate and Strategic Services consists of the following areas:

- Corporate Information Systems
- Finance
- People and Governance
- Property and Procurement
- Therapeutic and Client Services.

People and Governance

The People & Governance team provides strategic business support across ACTCT in areas such as governance, human resources, risk and work health and safety, communications, complaints, and annual reporting. The team provides coordination and management of matters relating to Government and Assembly business and contributes to the development of strategic policy initiatives.

POSITION OVERVIEW

The Administrative Assistant sits in the ACTCT's People and Governance team and provides administrative support and coordination across a diverse range of activities undertaken in the team, including communications, managing complaints, freedom of information requests and requests for information under the National Redress Scheme for Institutional Child Sexual Abuse; preparing a weekly staff newsletter; supporting professional development and training for staff; undertaking small projects; managing multiple registers; managing uniform requirements for staff; and assisting with events such as the ACTCT Staff Conference and ACTCT Work Experience program.

The Administrative Assistant will support the work of the People and Governance team to achieve goals and deliverables, while learning new skills and responding to challenges.

Flexible Working/Hybrid Options: Opportunities for flexible working options could include hybrid working, being a combination of working from home, designated office based and FlexiSpace working locations across the ACT and flexible start and finish times. Due to operational requirements and the nature of the role, this position is required to be in the office a minimum of three days per week.

WHAT YOU WILL DO

Under the direction of the Assistant Director, the Administrative Assistant will undertake activities within the People and Governance team that support the operations and administration of ACTCT, including:

1. Maintain appropriate records, including electronic filing using HP Record Manager (TRIM), in accordance with the *Territory Records Act 2002*.
2. Log jobs in the Shared Services Portal to action human resource and other requests.
3. Support the management of complaints, freedom of information requests, and requests for information under the National Redress Scheme for Institutional Child Sexual Abuse received in ACTCT, including record keeping and data collection.
4. Support delivery of professional development activities across the organisation.
5. Manage several registers in relation to human resource and other subjects in MS Excel.

6. Liaise with the Finance team to ensure payment of invoices and other financial transactions.
7. Manage the ACTCT temporary employment register and update staff details in the ACT Government Directory.
8. Respond to enquiries from staff, by telephone or email, and assist in managing mailboxes within the People and Governance team.
9. Follow up with managers and staff on various issues such as professional development plans, working from home arrangements and maintaining accurate records.
10. Prepare agendas, organise meetings and take minutes of meetings.
11. Liaise with areas across the ACTCT to gather information in relation to a range of matters.
12. Prepare and coordinate reports, submissions, briefing papers, correspondence and other documents.
13. Support projects managed by the People and Governance team.
14. Participate in meetings both face to face and via MS Teams or Webex.
15. Undertake other duties as directed.
16. 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. Demonstrated experience in providing administrative support and ability to prepare general workplace documents.
2. Demonstrated ability to manage tight deadlines while maintaining a high level of accuracy and attention to detail.
3. Highly developed verbal and written communication skills including the ability to communicate efficiently with staff across the organisation.

Behavioural Capabilities

1. Ability to develop and maintain effective relationships and the ability to engage, collaborate and negotiate with a wide range of stakeholders.
2. Ability to work independently and within various teams to achieve results, whilst demonstrating flexibility and adaptability.
3. Ability to handle confidential material with discretion and sensitivity.

Compliance Requirements/Qualifications

1. Understanding of a court or legal environment is highly desirable.
2. Experience in using the Microsoft Office Suite, MS Teams, Adobe Acrobat and HP Record Manager (TRIM) and the ability to learn new programs/systems quickly is highly desirable.
3. To be eligible for permanent or temporary employment within the ACTPS you must be an Australian citizen, a permanent resident or hold a valid work visa.

4. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACTPS will be terminated.
5. The successful candidate will be required to undergo a National Criminal History check.
6. This position **does not** require a Working with Vulnerable People registration.
7. This position **does not** require a pre-employment medical.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Administrative Assistant, People and Governance (P51245)** 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	Occasionally
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting or standing at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally

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	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)	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	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
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