



POSITION DESCRIPTION

Position Number: P66419 and P32540

Directorate: Chief Minister, Treasury and Economic Development Directorate

Classification: Administrative Officer Grade 6

Business Unit: Professional Standards Unit

Location: 3 Constitution Ave, Canberra ACT

Position Title: Intake and Assessment Officer, Professional Standards Unit

Security Clearance Required: No

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

As a central agency, CMTEDD provides strategic advice and support to the Chief Minister, Directorate Ministers and 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 Director-General of CMTEDD is also the Head of Service.

More information is available at <https://www.cmtedd.act.gov.au>

BUSINESS UNIT OVERVIEW

The Professional Standards Unit (PSU) is a team of dedicated professionals supporting the Public Sector Standards Commissioner (PSSC) by conducting independent investigations, managing complaints, and providing data insights, training, and education across the whole of the ACT public sector (ACTPS).

While the primary focus of the PSSC and PSU is undertaking misconduct investigations, the team also receives referrals for other integrity, conduct-related and workplace matters. The team is strong, supportive, and cohesive, the work is important and interesting, and the environment is flexible and hybrid (with a mix of working from home and in the office).

In addition to undertaking investigations and managing complaints, a key focus of the PSSC and PSU is the reinforcement of the high standards of workplace values and behaviours expected of all

ACTPS employees. We do this through capturing and sharing key messages and using de-identified data insights to contribute to whole-of-government policy, legislative reform, education, and training for the prevention of, and response to, misconduct and employee relations matters.

The PSU is committed to trauma informed and culturally safe practices that support fair, respectful and inclusive engagement with all participants.

The PSU and PSSC seek to capture and share key messages arising from misconduct processes and assist the ACT public sector to employ best practice initiatives to reduce misconduct and encourage the signature behaviours expected of employees. De-identified data insights are also used to contribute to whole-of-government policy, legislative reform, education, and training for the prevention of, and response to, misconduct and employee relations matters.

POSITION OVERVIEW

As an Intake and Assessment Officer, you will play a key role in the operation of the PSU, undertaking a broad range of activities including the assessment of misconduct referrals, identification of Public Interest Disclosure (PID) referrals, preliminary assessment requests, complaints, and liaison with directorate human resource teams, complainants and witnesses. You will possess relevant experience in understanding and assessing workplace performance and misconduct issues and conduct concerns, and a commitment to continuous improvement of behaviour and integrity outcomes across the whole ACTPS. You will be required to research and analyse information to inform the assessment of misconduct referrals and progression through the misconduct process. You will possess strong written and analysis skills with demonstrated experience producing high level submissions, briefs and reports to key decision makers, including Senior Executive.

To be successful in this position, you will be someone who thrives on working in a values-based, stimulating and results-orientated environment. You will collate and assess investigation referrals and undertake a range of administrative duties, including the collection and analysis of misconduct data autonomously. You will work well in a team environment, respond quickly to changing priorities, show initiative and sound judgement, and be able complete projects within tight timeframes. You will need to effectively communicate and liaise with external stakeholders and staff at all levels, along with members of the public, whilst providing administrative support to the broader PSU.

The information provided to the PSU and PSSC is sensitive in nature, often containing personal privacy information. You are required to have high levels of integrity and experience in managing and maintaining sensitive and personal information along with the knowledge of, or ability to quickly acquire the knowledge of the appropriate legislation that governs this.

You may be exposed to sensitive, complex and potentially distressing material and are required to apply a trauma-informed approach when engaging with participants. This includes using clear, respectful communication and supporting psychologically safe participation throughout the assessment process.

WHAT YOU WILL DO

The PSU Intake and Assessment Officer will report to the Assistant Director, Intake and Assessment and will, under limited direction and using sound judgement:

1. Undertake the analysis required for the effective assessment of investigation referrals, complaints and enquiries made to the PSSC and the PSU.
2. Deliver high-quality documentation and decision-making records relating to the assessment of misconduct investigation referrals and workflow actions to the appropriate team.
3. Contribute to the research and preparation of high-level submissions, reports, briefs and correspondence in relation to a diverse range of matters on behalf of the PSU and the PSSC.
4. Contribute to fostering working relationships across the PSU while engaging with ACTPS directorates and external stakeholders.
5. Maintain the database, systems and reporting frameworks of PSU case data, complaints, enquiries and requests, guaranteeing the integrity and precision of data.
6. Prioritise the successful completion of diverse data requests and updates by skilfully examining data, aiming to enhance efficiencies in reporting and collaborate across the PSU and wider ACTPS to provide analysis and trends of this information when requested.
7. Apply trauma-informed and culturally responsive assessment practices, including adapting engagement approaches to support participant wellbeing, cultural safety and procedural fairness.
8. Manage the PSU mailbox, including responding to enquiries related to the complaint and investigation process, directing enquiries to appropriate teams, filing and updating PSU case records.
9. Understand and work within the ACTPS Code of Conduct and ACTPS Values and Signature Behaviours, and model behaviour consistent with the ACTPS Respect, Equity and Diversity framework.
10. Undertake other duties appropriate to this level of classification which contribute to the operation of the PSU.

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

To be successful in this position, it is expected that the successful candidate will have the following attributes:

1. Demonstrated experience in undertaking investigations or assessment activities, research, and analysis to make recommendations to management in accordance with relevant legislation and industrial instruments.
2. Demonstrated experience in conducting data analysis and ability to provide innovative ideas to assist the team to drive data informed strategic improvements and compliance outcomes - experience in the use of Power BI would be beneficial.

3. Advanced written and verbal communication skills, including presentation skills and the ability to deliver high quality, accurate documentation and present a convincing argument.

Behavioural Capabilities

To be successful in this position, it is expected that the successful candidate will have the following attributes:

1. Demonstrated initiative and drive, and commitment to professional competence and values-based performance.
2. Demonstrated understanding of trauma-informed practice and the ability to apply this in investigative contexts, particularly when working with individuals experiencing vulnerability or distress.
3. Adaptability to changing circumstances and ability to calmly manage competing priorities to quickly identify and advise on emerging issues and trends, informing evidence-based recommendations.
4. Understanding of public service values covering ethical standards and a demonstrated self-awareness, professionalism and a proven commitment to Respect, Equity and Diversity in the workplace and health and safety principles and practices.

Compliance Requirements / Qualifications

1. Relevant investigative qualifications such as a Certificate IV in Government Investigations and/or a HR related discipline or related field, or the ability to obtain such qualifications are highly desirable.
2. Educational and professional qualifications checks may be undertaken prior to employment.
3. Criminal history checks will be conducted prior to employment.
4. This position does not require a pre-employment medical.
5. This position does not require a Working with Vulnerable People Check.

HOW TO APPLY

In applying for this position, you are not required to address individual selection criteria. Rather, you should provide a statement of **no more than two pages** outlining your background, capabilities, and experiences and how these align with the duties (WHAT YOU WILL DO), and capabilities and behaviours (WHAT YOU REQUIRE) required to be successful for this role.

You should also provide a CV to a **maximum of two pages**.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation*	Never

*Note: the position works in an activity based working (ABW) environment. Under ABW arrangements, officers do not have a designated workstation/desk.

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex)	Occasionally
Fixed or specified start/finish times	Frequently
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	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	Occasionally

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	Occasionally
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	Occasionally

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