

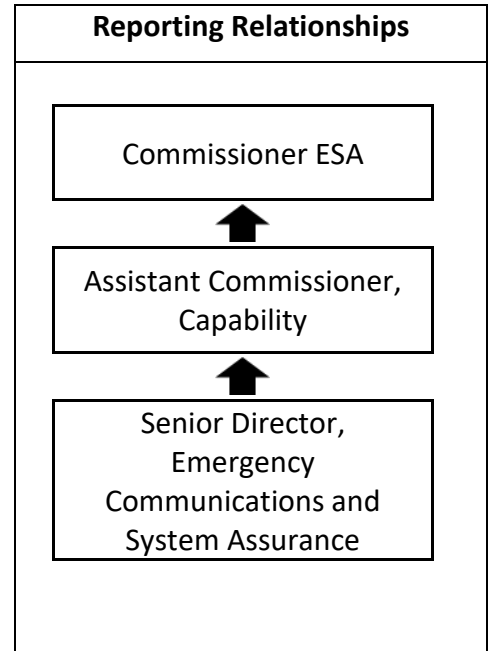


**ACT**  
Government

Justice and Community Safety

# POSITION DESCRIPTION

<b>Directorate</b>	Justice and Community Safety
<b>Business Unit/Agency</b>	ACT Emergency Services Agency
<b>Branch</b>	Capability Branch
<b>Position Number</b>	P36182
<b>Position Title</b>	Senior Director, Emergency Communications and System Assurance
<b>Classification</b>	Senior Officer Grade A
<b>Location</b>	9 Amberley Avenue, Fairbairn Business Park
<b>Last Reviewed</b>	May 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**

---

The ACT Emergency Services Agency (ESA) is responsible for emergency management and related support arrangements in the Territory. The ESA's four operational services are ACT Ambulance Service, ACT Fire & Rescue, ACT Rural Fire Service and the ACT State Emergency Service.

The ESA undertakes to:

- provide emergency services 24 hours per day every day of the year;
- provide its services efficiently and effectively within resource allocations;
- ensure that compliance activity meets legislative standards on all occasions;
- use best practice in the provision of assistance for emergencies and the conduct of community education and awareness programs; and
- train and equip our people to maintain readiness and deliver emergency services to meet agreed standards and benchmarks.

Further information can be obtained on the ESA website <http://www.esa.act.gov.au>

## **BRANCH OVERVIEW**

---

The Capability Branch plays a critical role in directly supporting the overall strategic direction and management of the emergency services, and operational and administrative support services, as outlined in the Emergencies Act 2004.

The Capability Branch portfolio encompasses:

- Sustainability and Fleet
- Logistics and Incident Support
- Workshops
- Facilities, Assets and Equipment
- E000 Communications Centre management and system assurance

## POSITION OVERVIEW

---

The Senior Director, Emergency Communications and System Assurance, is responsible for the management of the ESA's relationship with Digital Canberra (DCBR) and other stakeholders. The role is responsible for ensuring the resilience of infrastructure, facilities, and business continuity for the ESA Communications Centre (ComCen) and critical system domain, while providing assurance to the Assistant Commissioner Capability, the ESA Chief Officers, and the ESA Commissioner.

The position oversees assurance activities and audits to ensure emergency communications and ESA critical systems strategies deliver the required levels of availability, redundancy, security, resilience and operational effectiveness. This includes the development and regular review of business continuity plans and processes to assure management and maintenance of all ComCen systems, equipment, and facilities, including training facilities and backup site locations are fully operational 24/7.

## WHAT YOU WILL DO

Under the broad direction of the Assistant Commissioner Capability, the Senior Director, Emergency Communications and System Assurance will:

1. Lead and manage the functions of the ESA ComCen in providing emergency and non-emergency communication services in support of the ACT Ambulance Service, ACT Fire and Rescue, ACT State Emergency Service and ACT Rural Fire Service.
2. Prepare and provide high quality and timely reporting, statistics, briefs, submissions, and technical advice to ESA Executives and broader Government, in relation to ESA's E000 capability and critical ICT systems strategy.
3. Lead customer and business strategy advice on emergency communications capability and critical systems, ensuring quality assurance, life-cycle management and support programs through the diligent management of ESA's relationship with DCBR, other stakeholders, and relevant areas of Government.
4. Represent the ESA on internal, external and multi-jurisdictional collaboration groups as the operational business authority for emergency communications to ensure best practice delivery of E000, advocating for ESA and emergency-service-specific requirements, risks and priorities in relation to E000 and emergency communication systems.
5. Oversee and ensure appropriate budget management through regular forecasting, tracking and reporting.
6. Work as part of the senior leadership team to support organisational change and drive innovation to achieve the vision and objectives of the ESA.
7. Maintain internal governance, information and records management systems in accordance with the *Territory Records Act 2002*.
8. Undertake other tasks at this level of classification as required.
9. This position will involve direct supervision of staff providing leadership and development that fosters collaborative work practices and empowers innovation.

**Please note:** The occupant of this position may be required to undertake part of the duties outside normal business hours and on weekends in response to emergencies. Additional hours worked will be remunerated in accordance with the relevant Enterprise Agreement.

## 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 emergency communications and critical system governance, quality assurance and administration of facilities, systems and change processes.
2. Demonstrated experience in the development and implementation of emergency communications and critical system strategy to support operational capability within the emergency services context, including leading and/or contributing to project management and business case formulation.
3. Ability to interpret legislation and manage compliance with legislation in the public sector, emergency management, and emergency communications context, as well as evaluate compliance outcomes.

### Behavioural Capabilities

1. Exceptional written and verbal communication skills including the ability to prepare correspondence of a complex, sensitive and confidential nature and ability to manage competing priorities.
2. Demonstrated interpersonal skills and the ability to negotiate and liaise with internal and external stakeholders to form strong working relationships, and the ability to represent the ESA in local and national forums.
3. Demonstrated commitment to work, health, and safety (WHS) and behaviour consistent with ACTPS values, policies, and guidelines.

### Compliance Requirements/Qualifications

1. This position is a Designated Security Assessment Position. The successful candidate will be required to acquire and maintain a Negative Vetting 1 Security clearance.
2. The occupant of this position will be required to undertake part of the duties outside normal business hours and on weekends in response to emergencies.
3. Drivers licence 'Class C' is essential.
4. This position *does not* require a pre-employment medical.
5. This position *does not* require a Working with Vulnerable People Check.

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Director, Emergency Communications and System Assurance (P36182) 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	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	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	Frequently
Frequent overtime	Occasionally
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	Frequently
Working directly with the public	Occasionally

<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

<b>MANUAL HANDLING</b>	<b>FREQUENCY</b>
Lifting 0 – 5kg	Frequently
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	Frequently

<b>TRAVEL</b>	<b>FREQUENCY</b>
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

<b>SPECIFIC HAZARDS</b>	<b>FREQUENCY</b>
Working at heights	Occasionally
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally

Exposure to potentially distressing case material	Frequently
---	------------

<b>OTHER</b>	<b>FREQUENCY</b>
Uniform required	Never
Personal Protective Equipment (PPE) required	Never