

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Service Designer

Classification: Senior Officer Grade C

Position number: P59384

Division: Corporate Services

Business unit: Chief Information Officer

Location: Dickson, Remote

Date last reviewed: June 2026

Note: The CED CIO Branch is currently proposed to be transferred to the Digital Canberra Directorate in the new financial year. This position is expected to move as part of this transition.

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community. CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions. We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

The Chief Information Officer (CIO) Branch, within the Corporate Services Division enables the Directorate's strategic, effective and secure use of data and technology solutions. The branch leads the Digital and Data Transformation initiatives within the Directorate including representing CED in whole of government Digital, Data and Geospatial forums. The branch also drives the establishment and implementation of centralised data, digital, geospatial and ICT frameworks that adds value to divisions across the directorate.

BUSINESS UNIT OVERVIEW

The Design and Analysis team is part of the CIO Branch and works to support CED's application of technology in building regulatory and customer service capabilities for the community. The team is responsible for enabling the design and development of user-centric, fit-for-purpose solutions by leveraging design expertise and analytical capabilities.

POSITION PURPOSE

The Service Designer drives business value by shaping end-to-end, user-centred services that improve outcomes for staff and the community. This role focuses on understanding user needs, co-designing solutions, and optimising service journeys across digital and non-digital channels. By aligning people, process, data, and technology, the Service Designer enables more efficient ways of working and delivers seamless, accessible, and responsive services. Continuous improvement, evidence-based decision-making, and collaboration are central to ensuring services remain fit for purpose and adaptable to changing needs.

DUTIES / RESPONSIBILITIES

Key duties include, but are not limited to:

- Work with senior stakeholders in defining the outcome for an initiative. This includes development of Problem and Outcome statements, or similar artefacts.
- Map end-to-end services, both current and future state, to identify areas for improvement through design.
- Analyse client requirements and collaborate with technical specialists and business SMEs to develop fit-for-purpose solutions to business problems.
- Examine and report on the likely impact of proposed changes to the relevant business stakeholders or project governance group.
- Lead co-design working sessions with cross-functional teams.
- Coordinate requirement walk-through and signoffs, verifying with stakeholders that process models and user artefacts accurately represent business needs.
- Working in a multi-disciplinary team, you will assume responsibility for assigned tasks and outcomes and ensure they are completed in a timely fashion.
- Understand and work within the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect Equity and Diversity framework.

SELECTION CRITERIA (CAPABILITIES)

The following capabilities form the criteria by which suitability to perform the duties and responsibilities of this position will be assessed. Please limit your response to the following selection criteria to a maximum of **two pages in total**.

Your suitability for this position will be assessed in three key areas:

- **Skills**

- Demonstrated experience in applying service design or other design principles (i.e., Design Thinking, Human Centred Design, etc.) in solving complex business problems across an organisation.
- Demonstrated experience in contemporary design practices and techniques including development of design artefacts such as Business Requirements Document, Service Blueprint, Journey Maps, etc.
- Well-developed, persuasive and negotiation skills, utilising exceptional written and verbal communication ability to engage with various stakeholders and audiences.
- Ability to proactively establish and maintain effective and diverse strategic business partnerships, including with senior stakeholders, through collaboration, engagement, responsiveness, and influence.
- Ability to apply analytical thinking and problem solving to complex service and ICT problems in an aim to develop solutions that benefit a range of clients, customers and stakeholders.
- Adaptability to changing circumstances and multiple priorities and demands, and resilience while managing a constantly changing environment.

- **Knowledge**

- Demonstrated ability to understand Whole of Organisation ICT and digital strategies and apply these strategies to specific business unit related solutions, particularly in the Public Sector.
- Qualifications or experience in design is highly desirable.

- **Behaviour**

- Understanding of ACT Public Service values covering ethical standards, code of conduct and a demonstrated self-awareness, professionalism, and proven commitment to the ongoing integration of workplace respect, equity and diversity principles and workplace health and safety practices.

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 CED 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	Occasionally
Designated workstation	Never
<i>The position in an activity based work environment</i>	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
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 paid 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	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+	Occasionally
Climbing	Occasionally
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	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

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