



POSITION DESCRIPTION

Directorate: Digital Canberra

Division: Planning, Design & Digital

Business Unit: ACT Digital

Position Title: Senior Director, Architecture and Project Delivery

Position Number: 62133

Classification: SOGA

Location: Hybrid working arrangements (220 London Circuit Canberra City and work from home)

Last Reviewed: June 2026

AGSVA Baseline level = Position of Trust (PoT)

The successful applicant must be an Australian citizen and possess or acquire and maintain an Australian Government Security Vetting Agency (AGSVA) security clearance at the Baseline level as an eligibility qualification. If AGSVA screening is not successful, your employment will not commence or, if already commenced, your employment will be reassessed.

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 demonstrate the related [signature behaviours](#).

DIRECTORATE OVERVIEW

Digital Canberra leads the ACT Government's technology, digital, data, and cyber security services. We strive to improve the lives of Canberrans through delivering and supporting digital government services that are easy to access, save time, and are safe to use. We achieve this while also looking to the future – making technology investment decisions that will transform Canberra into a genuinely connected city.

Digital Canberra leads the implementation of the [ACT Digital Strategy](#) and [ACT Digital Health Strategy](#), manages ICT infrastructure for our hospitals, schools, and public service, and represents the ACT at national digital, data, and cyber security forums.

Digital Canberra has a diverse workforce across many functions and sites. We have an inclusive culture, and we ensure our people are respected, valued, and involved.

DIVISION OVERVIEW

Planning, Design and Digital Group plays an important strategic role in realising the ACT Government's vision to transform Canberra into a genuinely connected city.

The group manages the Government's technology investment framework and pipeline, undertakes research and analysis to develop digital policy, provides business analysis and ICT architecture and design services for key Government ICT initiatives. As part of this work, the group is responsible

for planning and delivering major ACT Government ICT programs and ensuring good project governance through an Enterprise Portfolio Management Office (EPMO) as well as driving the digital transformation of ACT services by implementing digital identity solutions that empower our community to access services online, anytime.

BUSINESS UNIT OVERVIEW

The ACT Digital Program aims to simplify and enhance digital service delivery for the citizens and businesses of Canberra and the greater ACT region, reducing the need for physical visits and complex website navigation. The program supports various transformation projects across the government, addressing people, process and technology aspects of change.

The ACT government is driving a progressive agenda to firmly place Canberra as an even more attractive city to live, work, study, do business and invest in. Central to this ambition is for Canberra to be the city that gives you back time, where interactions with government are quick, seamless and secure for all citizens and businesses. This means services that are easy and safe for the citizen, truly digital – simply accessible anywhere, anytime, any device – and which leave no-one behind.

We have a whole-of-government remit, supporting the successful implementation of a suite of transformation projects across ACT government which traverse people, process and technology change.

As part of our remit, we:

- Maintain the whole of government digital services platform and ACT Digital Account, including citizen identity verification capability.
- Develop and support Government Critical Applications including the ACT Transport Licencing and Registration system (rego.act)
- Deliver ACT Government services through a contemporary, seamless digital experience.
- Partner with our Directorate colleagues to design and transform services to meet the needs of citizens.
- Facilitate and embed end to end design thinking where the user experience is central and;
- Provide strategic direction, policy and advice on digital identity verification, including supporting the National Data and Digital agenda, and Driving the ACT Government's Digital Strategy.

POSITION OVERVIEW

The overarching intent

As a Senior Director within the ACT Digital Branch, you can expect to be on the forefront of digital transformation of ACT Government services to better serve the Canberra community. Together with your colleagues in Digital Canberra, across directorates and with jurisdictional experts, your role is to spearhead the development of community-centred services. This means Government services that are designed, developed and tested with the community in mind and services that are truly digital but that leave no-one behind. Over time we will:

- entrench the Digital Account as the foundation of a new service channel that allows citizens to link and access those ACT Government services important to them in one place,
- mature the citizen identity access and management capability across government,
- mature the design and delivery practice across government by partnering with directorates to build new digital services,
- provide a digital services platform for all directorates to build new digital applications.

Your remit

Your role works hand in glove with the Service Design and Platform Management teams within ACT Digital to achieve government outcomes for which we have shared accountability. You will also work closely with directorates on specific service transformation projects.

Reporting to the Executive Branch Manager, ACT Digital, the Senior Director, Architecture and Project Delivery, leads the following teams:

- The Solution Architecture team
- The Integration team
- The Project Management team

WHAT YOU WILL DO

You will:

- Provide people-leadership and development support to your team, creating and maintaining a professional team culture,
- Maintain effective stakeholder relationships and partnerships with a broad range of ACTPS and interjurisdictional counterparts to design and deliver innovative digital solutions,
- Provide sound, technically accurate advice to the team and to a range of senior leaders and stakeholders, verbally and in writing,
- Oversight and manage team costs, including for fee for service work, procurement and supplier relations as required,
- Contribute to the timely achievement of broader commitments, governance, strategy, reporting, and administration.
- This position does involve direct supervision of staff.

You will also be required to lead your teams to deliver the whole of government strategic roadmap for Salesforce and MuleSoft including:

- Work with the Salesforce Platform Management team on platform architecture
- Manage the MuleSoft Integration team
- Deliver solution architectures for a variety of service applications including the Digital Account and citizen identity access and management, to ensure effective, efficient, re-useable and extensible service patterns,
- Deliver specified government and fee for service projects to scope, schedule and budget,
- Coordinate the work take on process for technical service delivery for the Branch, which includes scoping and costing incoming work,
- Represent the Branch on governance forums as required to set and contribute to the strategic direction of the Salesforce platform, MuleSoft platform and the ACT Digital Account.

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

- Demonstrated senior experience managing software architecture teams, integration teams, software delivery teams or transferable technical experience.

- Exceptional writing, oral and visual communication skills combined with sound interpersonal skills to establish and maintain professional stakeholder relationships.
- An ability to identify and solve problems with a systems lens to enable better decision-making, continuous improvement and future-fit outcomes.
- Demonstrated program management skills including the ability to plan, deliver and evaluate programs, drawing in different perspectives to design and test solutions.

Behavioural Capabilities

- Modern management and leadership skills, including team engagement, setting clear expectations, performance management, supporting professional growth, and fostering a diverse, healthy team culture in a hybrid work environment.
- The ability to keep across a fast-paced program of delivery characterised by change, ambiguity and complexity, while communicating the strategic objectives and direction.
- Demonstrated ability to model the ACT Public Service values and signature behaviours.

Compliance Requirements

- AGSVA Baseline level
- This position does not require a pre-employment medical
- This position does not require a Working with Vulnerable People Check.
- The following are highly desirable:
 - An understanding and experience in software development lifecycle,
 - An understanding of design thinking practices and systems thinking,
 - An understanding of contemporary approaches to digital identity.