

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Assistant Director, Employee Relations

Reports to: Director, Employee Relations

Date last reviewed: September 2026

Classification: Senior Officer C

Position requirements:

Position number: P36875

Division: Chief Operating Officer Group

- Tertiary studies or extensive relevant experience in a human resource related discipline is highly desirable.
- Certificate IV in Government (Investigations) or similar highly desirable.

Business unit: People, Safety and Culture

Location: 480 Northbourne Ave, Dickson

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 Corporate Services Division is responsible for the Directorate's financial and budgetary activities and for delivering key operational activities that support the Directorate's core business, including facilities management, fleet management, records management compliance, ICT system support, human resources including safety and wellbeing and managing responses to public access requests including Freedom of Information.

The Division is also responsible for risk management, emergency management, fraud control, corporate and business planning and managing customer feedback. It manages the formal relationship with ACT Shared Services in terms of finance, human resources and procurement services and delivers several programs in partnership with Shared Services.

BUSINESS UNIT OVERVIEW

The People, Safety & Culture (PSC) Branch plays a central role in supporting the City and Environment Directorate (CED) by shaping, strengthening, and sustaining a high-performing, safe, inclusive and engaged workforce. The Branch provides strategic and operational people services that underpin CED's ability to deliver connected, customer-focused services across the Territory.

PSC's remit spans the full employee lifecycle and organisational culture system, including workforce strategy, employee experience, safety, wellbeing, capability, inclusion and HR governance. This work ensures CED has the people, capability and culture required to meet organisational priorities now and into the future.

POSITION PURPOSE

As a senior position within CED, the position calls for a client focused approach to manage matters of workplace conduct and performance through the provision of consistent, strategic and operational, policy-based advice. The position requires strong stakeholder engagement with the ability to influence outcomes consistent with policy and legislation. The Assistant Director needs to demonstrate empathy, critical thinking and resilience, and have a proven record of exercising sound judgment and considered decision-making in complex and sensitive situations. The ideal candidate will possess strong judgment, investigation and assessment skills and the ability to align team performance, develop capacity to achieve organisational objectives in support of CED's people strategy.

DUTIES / RESPONSIBILITIES

1. Provide people management advice to staff, managers, supervisors and other stakeholders;
2. Undertake reviews, report and make recommendations on complex employment matters, including Enterprise Agreements, disciplinary action, internal reviews, appeals, underperformance and return to work matters within CED. Conduct Preliminary Assessments when conflict of interest are identified within the business unit;

3. Investigate and report on allegations of Reportable Conduct matters;
4. Prepare both template and complex correspondence dependant on the need, compile reports and other information as required;
5. Develop and implement whole of CED strategic employee relations programs and initiatives in partnership with CED businesses;
6. Monitor, analyse and report on performance in relation to employee relations best practice standards and legislative requirements;
7. Manage executive actions for CED;
8. Representation of Directorate in internal and external forums including but not limited to Court matters, Fair Work Commission, ACAT and Human Rights Commission;
9. This position may involve direct supervision of junior staff.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Demonstrated understanding, knowledge and experience of the workplace, industrial and administrative frameworks governing employee relations.
2. Highly developed communication (oral and written), including the ability to prepare correspondence and documentation in a timely manner with a high degree of accuracy.
3. Proven conflict resolution and interpersonal skills, with the ability to build and maintain positive relationships with internal and external stakeholders.
4. Demonstrated ability to research, develop and apply policies, procedures and legislation as well as the proven ability to develop injury prevention programs and provide high level, accurate, considered and timely HR advice.
5. Investigate and report on allegations of Reportable Conduct matters.
6. A high degree of analytical and conceptual skills and the capacity to exercise judgement in addressing complex policies and issues.
7. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Tertiary studies or extensive relevant experience in a human resource related discipline is highly desirable.
- Certificate IV in Government (Investigations) or similar highly desirable.

- Visa holders are eligible to apply for both permanent and temporary roles. When applying for permanent roles, the visa holder may be offered permanent employment for the duration of their visa/s.
- This position does not require a Working with Vulnerable People Check.
- This position does not require a Security Clearance.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director, Employee Relations (position number P36875) 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	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally
<i>The position in an activity based work environment</i>	

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	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
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)	Frequently
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	Never
Lifting 10kg+	Never
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	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Occasionally

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	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	Occasionally

OTHER	FREQUENCY
Uniform required	Occasionally
Personal Protective Equipment (PPE) required	Frequently