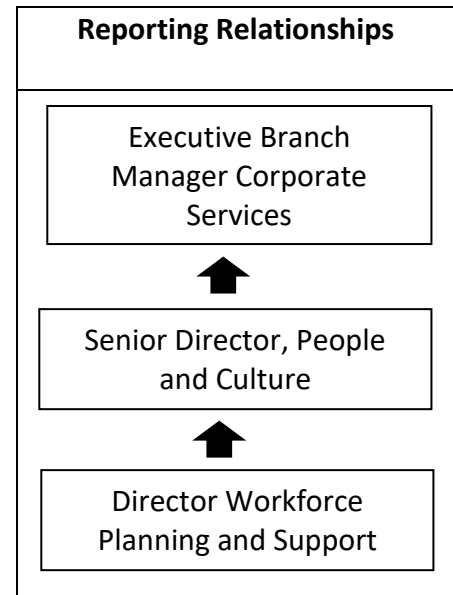




POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Corrective Services
Branch	Corporate Services
Position Number	54970
Position Title	Director, Workforce Planning and Support
Classification	Senior Officer Grade B (SOB)
Location	2 Constitution Ave, Canberra City Alexander Maconochie Centre, Hume
Last Reviewed	ACT Law Courts Precinct 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

ACT Corrective Services (ACTCS) is a part of the Justice and Community Safety Directorate, which delivers and contributes to upholding the rule of law, the Westminster style of democratic government and the principles of fairness, equity and tolerance in the relationship between the government and our community.

Our Values: **Respect | Integrity | Collaboration | Innovation | Dignity**

Our Vision: To be recognised as a leader in the provision of effective Corrective Services which positively change lives, reduce re-offending and prevent future victims.

Our Mission: To contribute to a safer community through:

- The safe, secure, decent and humane management of offenders both in custody and the community; and
- The provision of sustainable opportunities for offenders to lead law abiding and productive lives in the community through rehabilitation and reintegration.

BRANCH OVERVIEW

The Corporate Services Branch encompasses specialist functions that are essential to the effective delivery of ACT Corrective Services. It is responsible for providing key administrative and strategic support across the organisation, covering the following business areas:

- **Information, Security and Business Solutions**
- **People and Culture**
- **Finance**
- **Training and Development Unit (TDU)**
- **Strategy, Data and Research (SDR)**

Corporate Services functions work collaboratively across ACTCS to support the Commissioner and the operational areas of the agency, ensuring alignment with strategic priorities and the efficient delivery of services.

The **People and Culture Unit** is located within Corporate Services. The Unit's primary purpose is to provide a responsive service to support internal partners to meet challenges and opportunities across multiple dimensions of employee experience.

The Unit seeks to integrate its services with the business needs of all divisions and to maintain a positive people culture and promote staff engagement.

The main services include workplace culture and wellbeing, performance management, recruitment and on-boarding, workplace health and safety, rostering, and human resource advice. These services are aligned with the ACTCS Strategic Plan to ensure positive employee experience.

POSITION OVERVIEW

The Director, Workforce Planning and Support is a senior strategic leadership role responsible for driving an integrated, agency-wide approach to workforce wellbeing, safety and sustainability, while providing specialist leadership of custodial rostering to support safe and secure operations.

The role provides strategic oversight of wellbeing policy, initiatives and contracted services that support the physical, psychological and social wellbeing of all ACTCS employees. In parallel, the Director leads the custodial rostering function to ensure efficient workforce deployment that balances operational requirements, safety and officer wellbeing.

The Director also coordinates ACTCS's agency-wide records management function, working with ICT and other stakeholders to promote consistent records management practices, support the effective use of records systems, and ensure compliance with the Territory Records Act 2002.

The position plays a critical role in enabling managers across the agency to effectively support their workforce, mitigate risk, and sustain a capable and resilient organisation.

WHAT YOU WILL DO

Under the broad direction of the Senior Director, People and Culture, the Director, Workforce Planning and Support will:

1. Provide strategic leadership to the Workforce Planning and Support team, fostering a high-performing, values-based culture aligned with ACT Public Service values.
2. Lead custodial rostering functions to ensure the safe, secure and efficient deployment of correctional officers in line with operational requirements.
3. Oversee custodial rostering governance, systems and practices, ensuring compliance with industrial obligations and balancing safety, fatigue management, workforce sustainability and efficiency.
4. Use workforce data, analysis and forecasting to inform rostering decisions, identify risk, optimise workforce availability and support operational readiness.
5. Lead the development and continuous improvement of ACTCS's approach to workforce wellbeing, aligned with whole-of-government priorities, ACT Public Service frameworks and organisational needs.
6. Oversee the delivery of agency-wide wellbeing initiatives, ensuring they are evidence-based, sustainable and responsive to the needs of operational and non-operational staff.
7. Manage the wellbeing function, including the Peer Support Officer capability, ensuring peer support is appropriately governed, supported and integrated within broader wellbeing arrangements.
8. Manage wellbeing-related contracts and service providers, ensuring services deliver value for money and align with ACTCS workforce priorities.
9. Partner with managers and leaders across the agency to build capability in workforce management, including effective roster management and support for staff wellbeing.

10. Promote a consistent and integrated approach to workforce management, recognising the interrelationship between rostering, wellbeing, safety, culture and organisational performance.
11. Coordinate the ACTCS records management function, working with ICT and other stakeholders to promote consistent record-keeping practices, support the effective use of records systems, and ensure compliance with the Territory Records Act 2002.
12. Perform other duties appropriate to the classification, contributing to the effective operation of the People and Culture Unit and the achievement of ACTCS strategic outcomes, and ensure records are created, managed and maintained in accordance with the Territory Records Act 2002 and relevant policies.
13. Provide direct leadership and supervision of staff, supporting capability development, performance and continuous improvement within the Workforce Planning and Support team.

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 leading or overseeing complex workforce or rostering functions in an operational environment, with the ability to balance safety and security outcomes, workforce sustainability, fatigue management, efficiency and industrial obligations through informed, data-driven decision-making.
2. Demonstrated ability to lead and continuously improve an organisation's approach to workforce wellbeing, including the design and delivery of agency-wide initiatives aligned with whole-of-government and public service frameworks, and responsive to the needs of both operational and non-operational staff.
3. Demonstrated experience applying sound governance practices and managing contracts or service providers, including performance oversight, risk management and ensuring value for money in a public sector environment
4. Demonstrated ability to analyse and interpret workforce data (including rostering, leave and availability trends), identify risks and opportunities, and translate complex information into clear, evidence-based strategic advice for senior leaders.

Behavioural Capabilities

1. Demonstrated leadership capability, including experience managing multidisciplinary teams, building capability, motivating and supporting people, and fostering an inclusive, high-performing workplace culture consistent with public sector values.
2. Demonstrated high-level interpersonal and communication skills, including the ability to engage collaboratively with senior leaders, managers and external stakeholders, provide clear strategic advice, and influence outcomes in complex and sensitive environments.
3. Demonstrated capacity to operate with integrity and sound judgement, manage sensitive and confidential matters appropriately, value diversity, and uphold the principles and values of the ACT Public Service, including contributing to workplace safety and compliance obligations.

Compliance Requirements/Qualifications

1. The successful candidate may be required to undergo a National Police check.
2. This position may require a pre-employment medical.
3. This position does not require a Working with Vulnerable People Check.
4. To be eligible for permanent or temporary employment within the ACT Public Service (ACTPS) you must be an Australian citizen, a permanent resident or hold a valid work visa.
5. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director, Workforce Planning and Support (P54970) 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	Frequently
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)	Frequently
Working in a call centre environment	Occasionally
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	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	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	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	Occasionally
OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally