

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Director, Workplace Resolution and Support

Business unit: People, Safety and Culture

Location: Dickson

Classification: Senior Officer Grade B

Reports to: Senior Director, Workplace Resolution and Support

Position number: P38505

Date last reviewed: May 2026

Division: Corporate Services

Position requirements: N/A

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 and Culture (PSC) Branch supports the Directorate through a broad range of strategic human resource (HR) management functions that create, foster and grow a culture of high performance, safety and integrity within our Directorate. The Branch is responsible for strategic HR services relating to:

- Culture and employee engagement
- Workforce planning and reporting
- Employee and industrial relations
- HR strategy, policy and guidance
- Workplace health, safety and wellbeing
- Injury management
- Performance support
- Learning and development
- Diversity and inclusion
- Recruitment and talent support

POSITION PURPOSE

Reporting to the Senior Director, Workplace Resolution and Support, the Director leads the delivery of workplace resolution, case management and wellbeing services across the Directorate. The role provides high-quality operational leadership and expert advice on complex workplace matters, including conflict resolution, injury management and early intervention strategies.

The position supports the implementation of the Directorate's workplace resolution frameworks (including the Red Framework) and oversees the effective delivery of the Employee Assistance

Program (EAP) and related initiatives. It contributes to a safe, respectful and well-functioning workplace by supporting leaders to manage issues proactively and achieve practical, fair and timely outcomes.

DUTIES / RESPONSIBILITIES

1. Lead the delivery of workplace resolution services, including management of complex and sensitive cases, ensuring timely, consistent and practical outcomes.
2. Implement and maintain workplace resolution frameworks and processes (including the Red Framework) to support early intervention and procedural fairness.
3. Oversee injury management and return to work processes, ensuring compliance with relevant legislation, policy and best practice.
4. Provide high-quality advice and support to managers on workplace issues, including conflict, conduct and team dynamics.
5. Support organisational change activities by managing people related risks and providing practical guidance during transitions.
6. Supervise and develop team members, fostering capability, consistency and a customer focused service approach
7. This position requires the direct and shared supervision of a small team.

SELECTION CRITERIA (CAPABILITIES)

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

1. Demonstrated ability to lead a team delivering workplace resolution and injury management services, ensuring high quality, consistent and timely outcomes in a complex environment.
2. Experience managing complex workplace matters, including conflict resolution and sensitive cases, with a sound understanding of relevant legislation, policies and procedures.
3. Knowledge of injury management, return-to-work processes and workplace wellbeing frameworks, with the ability to apply these in practice.
4. Ability to support organisational change and build capability in managers to effectively manage workplace issues.
5. Highly developed communication and interpersonal skills, with the ability to work constructively with managers, employees and other stakeholders to resolve issues.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Relevant tertiary qualifications in human resources or a related discipline, or extensive experience in a senior HR role is desirable.

- Knowledge of, or experience working within, workplace relations, WHS and/or injury management frameworks is desirable.
- A background in the public sector or similar complex environment would be advantageous.
- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.
- 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 Director, Workplace Resolution and Support (position number 38505) 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	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Never
<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	Never
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	Occasionally
Frequent paid overtime	Never
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	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

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	Never
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