



c POSITION DESCRIPTION

Directorate	Infrastructure Canberra	Position No.	P17967
Division	Delivery - Housing	Classification	Senior Officer Grade A
Business Unit	Contract Management Team	Location	Hybrid/ 2 Constitution Avenue, Canberra City
Position Title	Senior Director, Contract Management	Last Reviewed	December 2025

DIRECTORATE OVERVIEW

Infrastructure Canberra's vision is to enrich and connect our communities through sustainable and transformative infrastructure, places and spaces. At iCBR, we are the Territory's expert on capital infrastructure and our purpose is to efficiently develop, deliver and maintain infrastructure, places and spaces with our partners, for our community.

Our strategic priorities:

- Our people and our culture at our heart
- Excellence in service
- Partnering for success
- Better tools for outstanding outcomes.

We value safety, integrity, respect, excellence, innovation and collaboration and we uphold Yindymarra to respect, honour, be kind, be gentle and be careful in every aspect of our work.

Our core functions:

- Supporting the planning, and leading the procurement and deliver, of government infrastructure programs and projects in partnership with ACT Government directorates.
- Leading leasing and associated property management and maintenance services across the ACT Government property portfolio.
- Leading the development, procurement and delivery of infrastructure designated by the ACT Government as major programs or projects.
- Coordinating and shaping the ACT Infrastructure Plan and Pipeline and developing a portfolio and program management framework to support ACT Government infrastructure initiatives.
- Providing strategic advice, expertise and assurance across the ACT Government and decision-makers, industry and key stakeholders on infrastructure policy, investment, planning, delivery and management.

DIVISION OVERVIEW

The Delivery - Housing Division leads the ACT Government's public housing capital works program. The division is responsible for delivering new housing infrastructure and maintaining existing assets to ensure safe, sustainable and inclusive homes for the community.

The division oversees the planning and delivery of public housing developments that support growth, renewal, and accessibility objectives, in addition to supporting the ACT Housing Strategy which leads to increasing public housing supply and improving affordability.

We are responsible for the Asset Maintenance of public housing including manage repair and maintenance programs to maintain quality and extend the life of public housing assets.

The division contributes to the ACT Government's broader infrastructure objectives by integrating housing delivery with transport corridors and community precincts embedding principles of sustainability, equity, and liveability in all housing projects

BUSINESS UNIT OVERVIEW

The Contract Management Team is responsible for the strategic management of the largest ongoing contract in the ACT Government. Its key objectives are to preserve and maintain the Social Housing, maintain a tenant focus in the delivery of the services and achievement of social outcomes, maintain a collaborative relationship with key stakeholders and achieve flexibility, adaptability, and responsiveness to evolving needs of the Commissioner, Tenants, and industry.

POSITION OVERVIEW

The Senior Director, Contract Management is responsible for the oversight, strategic leadership and operational management of the Total Facilities Management (TFM) Agreement. This role ensures the effective delivery of repairs, maintenance, and associated services across the portfolio of public housing properties, aligning with contract terms, key performance indicators (KPI's) and the broader strategic objectives of iCBR and the Health and Community Services Directorate (HCSD).

In addition to managing the TFM Agreement, the Senior Director will work closely with the Insourcing Taskforce, which plays a critical role in delivering the ACT Government's commitment to progressively insource public housing repairs and maintenance. The Taskforce leads the coordination, assessment, planning, and transition of facilities management and property management services, where agreed by government. It also drives the transition of other identified government services such as cleaning, waste, and security.

The Senior Director will provide strategic advice and operational support to ensure alignment between contract management activities and insourcing objectives. This includes collaborating on planning, risk assessment, and implementation strategies to enable a smooth transition while maintaining service continuity and tenant-focused outcomes. As a senior leader, this role requires a person with high level of influence to ensure the relationship management between Government and the provider achieves the expected outcomes to the benefit of the portfolio of assets and, importantly, the tenant's residing within them.

We are looking for people with demonstrated contract, negotiation and engagement capabilities and an ability to develop and use relationships and networks with internal and external stakeholders. The Senior Director must be able to build and maintain relationships, both within Government and outside.

This position requires a leader with a strong, considered, and collegiate approach who is able to move between strategic governance and operational delivery to support the team's priorities. The ideal candidate will possess an ability to draw on the right skills in a contextually and environmentally appropriate manner, align team performance and develop capacity to achieve organisational objectives.

As a leader you are required to have demonstrated excellent leadership in the support of medium to large teams and the delivery of a significant program of maintenance works, facilities management or equivalent industry.

The role is responsible for leading and motivating the Contract Management Team to provide the high-level quality assurance, risk management and operational tracking of the performance and delivery of services under the agreement.

The Contract Management Team carries a dynamic workload which can pivot in response to the needs of the contract, with members showing an ability to effectively manage multiple tasks at once. Consequently, it is important you have the skills to identify /prioritise issues and implement practical solutions, including knowing when to escalate.

The position reports to the Delivery - Housing Program Director .

The following legislation is relevant to the work of the position (ACT unless otherwise stated):

- *Residential Tenancies Act 1997*
- *Housing Assistance ACT 2007*
- *Fair Work Act 2009 (Cth)*
- *Public Sector Management Act 1994*
- *Public Interest Disclosure Act 2012*
- *Freedom of Information Act 1989*
- *Financial Management Act 1994*
- *Public Rental Housing Assistance Program 2013 (1)*
- *Information Privacy Act 2014*
- *Territory Records Act 2002*
- *Discrimination Act 1991*
- *Work Health and Safety Act 2011*
- *Human Rights Act 2004*

WHAT YOU WILL DO

Under broad direction:

- Lead and oversee the execution of the TFM Agreement, ensuring the provider delivers the contractual obligations and meets defined KPIs.
- Lead the Contract Management Team to deliver the outcomes of the TFM Agreement; including the coordination and management of workflow, resource management, development and implementation of systems and processes.
- Work closely with the broader iCBR and HCSD Finance to ensure the annual budget is implemented and systems are aligned to ensure quality data analysis.
- Maintain a robust governance framework to track performance, reporting and risk to ensure early strategic advice is provided to the Executive and Governance groups concerning contractual and commercial matters.
- As the primary point of contact between government and the TFM service provider, foster a productive and collaborative working relationship focused on mutual accountability and service excellence.
- Work in close partnership with the Insourcing Taskforce to support the ACT Government's commitment to progressively insource public housing repairs and maintenance. This includes contributing to strategic planning, risk assessment, and transition activities ensuring alignment with TFM contractual obligations and continuity of service delivery.
- Show leadership by modelling and fostering professionalism, accountability, and ethical behaviour.
- Review, develop, interpret, and apply policy and procedures in accordance with the contract including the exercise of delegations and providing sound contract advice.
- Represent Delivery - Housing in a range of ACT Government and community forums including developing and maintaining collaborative working relationships with key stakeholders.
- Prepare high level reports, correspondence, submissions, analysis, and responses to Ministerials, constituent enquiries and ACT Government Executive.
- Manage risk, report on issues, and ensure that the Executive is briefed appropriately, especially on areas of increasing risk to delivery of the maintenance services and budget.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position. Applicants should submit no more than two pages addressing your suitability against the Professional/ Technical Skills and Knowledge as well as Behavioural capabilities, a current curriculum vitae, contact details of two referees and copies of relevant qualifications.

Professional / Technical Skills and knowledge

1. High-level experience in managing the development and delivery of complicated, usually, or politically sensitive large-scale contract including monitoring performance, contractor compliance and budget.
2. Extensive experience in managing end to end large-scale contracts, including delivery of quality assurance and compliance related activities, ideally within the facilities management, public housing or related sectors.
3. Highly developed leadership, organisational and management skills in a client focussed environment, which includes guiding and managing staff to drive improvement, achieve results, deliver high quality outcomes, and implement organisational change initiatives.

Behavioural Capabilities

4. Demonstrated ability to collaborate effectively and with influence with government and non-government stakeholders and the ability to deal sensitively and fairly with people from a diverse range of backgrounds and cultures.
5. Demonstrated understanding and commitment to the ACTPS Values and Signature Behaviours, Respect, Equity and Diversity framework, and work health and safety.

Compliance Requirements / Qualifications

Essential:

- Contract Management experience including the application of governance and performance frameworks.
- Experience leading teams within a large-scale contract management environment.
- Experience operating in a senior management capacity; and

Highly Desirable:

- Contract, Project or Procurement management qualifications (or equivalent).
- Relevant tertiary qualifications

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Director, Construction Delivery 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of duties	Occasionally
Peaks and troughs	Occasionally
Frequent 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)	Never
Working in a call centre environment	Never
Interpersonal communication skills	Frequently
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally
Standing/walking in public areas	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
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

PSYCHOLOGICAL DEMANDS	FREQUENCY
Potential to encounter agitated customers/clients	Occasionally
Ability to respond with empathy and authority if needed	Frequently
Ability to manage confronting and sometimes distressing situations	Occasionally
Exposure to potentially distressing case material	Occasionally

Ability to work under pressure and meet tight deadlines	Frequently
Resilience and ability to remain calm in emotionally charged situations	Occasionally