

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Assistant Director, Workplace Resolution and Support

Classification: Senior Officer Grade C

Position number: P41202

Division: Chief Operating Officer

Business unit: People, Safety and Culture

Location: Dickson

Reports to: Director, Workplace Resolution and Support

Date last reviewed: May 2026

Position requirements: N/A

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) bring 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 Chief Operating Officer 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 Director, Workplace Resolution and Support, the Assistant Director supports the delivery of workplace resolution, injury management, and wellbeing services across the Directorate. The role provides specialist advice and case management support on a range of workplace matters, including conflict resolution, injury management, and return-to-work processes.

The position assists in the implementation of workplace resolution frameworks, including the Red Framework, and contributes to the effective delivery of the Employee Assistance Program (EAP) and related wellbeing initiatives. The role works closely with managers and employees to support practical, timely and fair resolution of workplace issues, while promoting a respectful, safe, and high-performing workplace culture.

The Assistant Director contributes to operational service delivery, continuous improvement initiatives and capability building across the Directorate by supporting leaders to effectively manage issues proactively and achieve practical, fair, and timely outcomes.

DUTIES / RESPONSIBILITIES

1. Provide advice and support to managers and employees on workplace issues, including conflict resolution and injury management.
2. Manage workplace resolution and injury management casework, including complex and sensitive matters, ensuring timely, practical, and procedurally fair outcomes.
3. Support the development, implementation and continuous improvement of workplace resolution processes and frameworks, including early intervention strategies and the Red Framework.
4. Assist in coordinating return-to-work and injury management processes in accordance with legislative and policy requirements.
5. Build productive working relationships with stakeholders, including managers, employees, and service providers, to facilitate positive workplace outcomes.
6. Contribute to reporting, briefing material, advice, and broader wellbeing initiatives.
7. This position may involve supervision of staff and/or coordination of workflow activities.

SELECTION CRITERIA (CAPABILITIES)

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

1. Demonstrated experience providing advice and support on, conflict resolution, injury management, or related people management matters.
2. Sound understanding of relevant workplace legislation, policies, and procedures, including workplace behaviour, WHS and injury management frameworks.
3. Ability to manage sensitive and complex matters with professionalism, discretion, and sound judgement.

4. Strong communication and interpersonal skills, with the ability to build effective working relationships and influence positive workplace outcomes.
5. Proven organisational skills, including the ability to manage competing priorities and deliver quality outcomes in a fast-paced environment.
6. Demonstrated commitment to ACTPS values of Respect, Integrity, Collaboration, and Innovation, and to workplace health, safety, and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Knowledge of, or experience working within, workplace relations, WHS and/or injury management frameworks is desirable.
- Understanding of, or practical experience in, workplace resolution and conflict management 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 Assistant Director, Workplace Resolution and Support (position numbers 41202) 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 is 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