



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P72359

Division: Corporate Services Group

Classification: SOGC

Business Unit: DCBR Transition Team

Location: Hybrid working arrangements
Winyu House Gungahlin and work from home

Position Title: Assistant Director, Change and Communication

Last Reviewed: 1 September 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 demonstrate the related [signature behaviours](#).

DIRECTORATE OVERVIEW

Digital Canberra leads the ACT Government's technology, digital, data, and cyber security services. We strive to improve the lives of Canberrans through delivering and supporting digital government services that are easy to access, save time, and are safe to use. We achieve this while also looking to the future – making technology investment decisions that will transform Canberra into a genuinely connected city.

Digital Canberra leads the implementation of the [ACT Digital Strategy](#) and [ACT Digital Health Strategy](#), manages ICT infrastructure for our hospitals, schools, and public service, and represents the ACT at national digital, data, and cyber security forums.

Digital Canberra has a diverse workforce across many functions and sites. We have an inclusive culture, and we ensure our people are respected, valued, and involved.

DIVISION OVERVIEW

The **Corporate Services Group** provides a range of strategic, organisational, administrative and human resources functions for Digital Canberra. The group encompasses four branches:

- Communications and Engagement
- People and Capability
- Ministerial and Government Services
- Digital Canberra Transition

BUSINESS UNIT OVERVIEW

The Digital Canberra Transition Team is a dedicated, time-limited team established to lead the design and delivery of a transformative, whole-of-organisation initiative: the establishment of a new Digital Directorate for the Territory.

The creation of Digital Canberra consolidated and integrate two existing service areas and progressively incorporate digital delivery teams from all other Directorates and agencies, ultimately establishing a Directorate with a workforce of between 1200-1500 employees responsible for design and delivery of all digital strategy, capability and programs for the ACTPS. Operating under the leadership of an Executive Branch Manager, the DCBR Transition Team is structured across three capability domains:

- Engagement
- Finance
- Delivery

These roles require a high degree of agility, collaboration, and strategic foresight to navigate complexity and deliver sustainable transformation outcomes within tight timeframes.

POSITION OVERVIEW

Reporting to the Senior Director, Engagement, the Assistant Director, Change and Communications supports the delivery of communication, engagement and change management activities associated with the Digital Canberra transition program.

The role develops communication products, supports consultation and stakeholder engagement activities, undertakes change impact assessments, and supports the delivery of workforce transition and organisational design initiatives.

WHAT YOU WILL DO

1. Design and deliver change management and engagement activities that support employees and stakeholders through organisational change.
2. Develop communication plans and products including frequently asked questions, talking points, consultation materials, presentations and intranet content.
3. Support stakeholder engagement, consultation and feedback processes.
4. Undertake stakeholder and change impact assessments and contribute to change planning activities.
5. Facilitate workshops, information sessions and other engagement activities.
6. Monitor feedback, identify risks and issues, and recommend appropriate responses.

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. Experience developing and implementing change management, communication and engagement plans for complex organisational change initiatives.
2. Highly developed written and verbal communication skills, including the ability to translate complex or sensitive information into clear, accessible content for different audiences and channels.
3. Experience undertaking change impact and stakeholder analysis and using insights and feedback to tailor change, communication and engagement activities.
4. Strong facilitation and engagement skills, including experience supporting workshops, information sessions, consultation activities and feedback processes.
5. Ability to plan, coordinate and deliver multiple change and communication activities within tight timeframes and in a complex, evolving environment.
6. Knowledge of contemporary organisational change, strategic communication and employee engagement approaches.

Behavioural Capabilities

7. Builds productive and collaborative relationships with employees, managers, executives and other stakeholders.
8. Adapts communication and engagement approaches in response to changing circumstances, stakeholder needs and emerging issues.
9. Exercises sound judgement and handles sensitive information and issues with professionalism, discretion and empathy.
10. Takes initiative, manages competing priorities and delivers accurate, high-quality work with limited direction.
11. Demonstrates strong attention to detail and a commitment to clear, consistent and people-focused communication

Compliance Requirements / Qualifications

12. Tertiary qualifications in change management and or a communications discipline.