



POSITION DESCRIPTION

Directorate: Justice and Community Safety

Position Number: P70930

Division: Emergency Services Agency

Classification: Ambulance Manager Level 1 (AM1)

Business Unit: ACT Ambulance Service

Location: Fairbairn, Ngunnawal Country

Position Title: Assistant Director
Performance and Governance, Control Centre
Operations

Last Reviewed: 18/09/2026

Position Requirements: WWVP

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

DIVISION OVERVIEW

The Emergency Services Agency (ESA) is responsible for emergency management and related support arrangements in the Territory. The Agency's four operational services are ACT Ambulance Service, ACT Fire and Rescue, ACT Rural Fire Service and the ACT State Emergency Service.

The Emergency Services Agency undertakes to:

- provide emergency services 24 hours per day every day of the year
- provide its services efficiently and effectively within resource allocations
- ensure that compliance activity meets legislative standards on all occasions
- use best practice in the provision of assistance for emergencies and the conduct of community education and awareness programs; and
- train and equip our people to maintain readiness and deliver emergency services to meet agreed standards and benchmarks.

Further information can be obtained on the ESA Website <http://www.esa.act.gov.au>

BUSINESS UNIT OVERVIEW

The ACT Ambulance Service (ACTAS) provides emergency and non-emergency ambulance services to the ACT community, ensuring expert clinical care across a broad range of pre-hospital settings. ACTAS delivers emergency medical response, manages to triple-zero (000) calls, coordinates non-urgent patient transport, and provides aeromedical retrieval. ACTAS prioritises community safety through professional standards, training and continual improvement.

As part of the ACT Public Service (ACTPS), ACTAS is guided by the ACTPS values of respect, integrity, collaboration and innovation, with all employees expected to demonstrate the signature behaviours that create a safe, inclusive and high-performing workplace.

Further information is available at <https://esa.act.gov.au/ambulance> .



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, and the additional values of Emergency Services Agency as prescribed for this Directorate, as well demonstrate the related signature behaviours.

POSITION OVERVIEW

The Assistant Director, Performance and Governance provides strategic and operational leadership to improve and sustain the quality of civilian staff performance in the ACTAS Control Centre. The role is central to the development, implementation, and ongoing stewardship of a robust performance framework that sets clear expectations, enables continuous improvement, and supports the delivery of a safe, efficient, and high-quality emergency communications service to the ACT community.

Working under the general direction of the Operations Manager, the Assistant Director exercises significant autonomy in shaping governance systems, analysing performance data, and providing evidence-based recommendations to senior leadership. The role leads one direct report and works collaboratively across the Control Centre workforce, Operations team, ESA functional areas, and relevant ACT Government agencies.

WHAT YOU WILL DO

Under the general direction of the Operations Manager, the *Assistant Director Performance and Governance, Control Centre Operations* will:

1. *Lead the development, implementation, and ongoing maintenance of the ACTAS Control Centre Performance Framework, establishing key performance indicators, behavioural standards, audit methodologies, and individual and team development pathways.*
2. *Monitor and evaluate performance against the Framework, utilising operational data systems including computer-aided dispatch records, call recordings, and quality assurance platforms to identify patterns and drive evidence-based improvements*
4. *Distinguish between quality assurance activity (compliance with policy and standards) and quality improvement activity (systemic change initiatives), applying appropriate methodologies to each.*
5. *Develop and maintain relevant governance documentation, including operational policy, procedures, and standard operating guidelines, ensuring currency, accessibility, and alignment with legislative requirements.*
6. *Establish and maintain systems to ensure Control Centre compliance with applicable policy, legislation, and risk controls, including obligations under the Work Health and Safety Act 2011 (ACT), the Emergencies Act 2004, and relevant ACT Government directives.*



7. *Provide high-quality reporting, analysis, and recommendations to senior leadership regarding Control Centre performance, including trend analysis across safety, service quality, and customer experience domains.*
8. *Identify emerging trends and implement targeted improvement initiatives, working collaboratively with operational leadership and subject matter experts to address systemic issues.*
9. *Contribute to broader workforce capability discussions for the Control Centre, supporting a culture of continuous learning, professional accountability, and psychological safety.*
10. *Fulfil all managerial obligations under the Work Health and Safety Act 2011 (ACT), including the early identification and appropriate escalation of risks to staff health, safety, and welfare.*
11. *Represent the Control Centre in governance forums, training and capability discussions, and cross-agency working groups, including engagement with ACT Health, ACT Policing, ESA corporate functions, and ACTPS workforce and IR areas as required.*
12. *Manage sensitive performance and governance information with discretion, in accordance with applicable privacy obligations and industrial instruments*
13. *Model and implement the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect, Equity and Diversity Framework.*
14. *Undertake other duties appropriate to this classification which contribute to the effective and efficient operation of the Agency, as directed.*

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 working in an Ambulance Communications centre, or similar, with a proven ability to develop and implement performance or quality governance frameworks.
2. Strong analytical capability, including data interpretation, reporting, and translating insights into actionable recommendations utilising ICT systems.
3. High-level written communication skills to contribute to executive-level briefings, policy documents, and governance reports.

Behavioural Capabilities

4. Demonstrated ability to manage or coordinate staff performance and development, with a supportive leadership style.



5. Sound knowledge of, or demonstrated capacity to rapidly acquire knowledge of, relevant legislation including the *Work Health and Safety Act 2011* (ACT) and the *Emergencies Act 2004*
6. Strong understanding of the ACT Ambulance Service leadership framework, ACTPS Code of Conduct and the signature values and behaviours of the ACT government.

Compliance Requirements/Qualifications

1. Working With Vulnerable People (WWVP) registration or the ability to obtain one.
2. Qualifications in training, leadership, emergency management, or related fields will be highly regarded.
3. Applicants may be required to undertake a medical assessment.
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 Assistant Director, Performance and Governance, Control Centre Operations – ACT Ambulance Service (P70930) 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	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	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	Occasionally
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
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	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Frequently



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OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally