ACT Government
Chief Minister, Treasury and Economic Development

POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Division: Strategic Policy and Finance

Business Unit: Shared Services Finance, Finance Operations

Position Title: Director, Business Intelligence and Banking Operations

Position Number: P64028

Classification: Senior Officer Grade B

Location: Winyu House, Gungahlin / Activity Based Working

Last Reviewed: October 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 as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the ACT Public (ACTPS), providing strategic advice and support to the Chief Minister, the Treasurer, other Ministers and the Cabinet on policy, financial and economic matters, service delivery, whole of government issues and intergovernmental relations.

As a central agency, the directorate facilitates the implementation of government priorities, drives initiatives as well as leads the strategic direction for the ACTPS, to ensure that it is well positioned to perform its role.

Treasury, within CMTEDD, is responsible for providing advice to the Government and ACT agencies on budget and financial management, economic and revenue policies, infrastructure finance, federal financial relations, accounting policy and insurance for Territory risks.

Treasury is also responsible for collecting and managing taxation revenue, managing the Government's financial assets and liabilities, managing whole of government procurements, and broader procurement advice through Procurement ACT, and managing ACT Shared Services Finances issues including accounts payable and receivable and whole of government banking.

CMTEDD TREASURY - OVERVIEW

Strategy Policy and Finance within Treasury is made up of 3 sub-groups, namely:

- **Shared Services Finance (SSF)** is responsible for providing essential services to ACT Government, directorates and Territory Authorities, including financial accounting and reporting, accounts payable, accounts receivable, taxation, debt management, salary packaging and banking services.

- **Investments and Borrowings (IB)** is responsible for the management of the ACT's assets and liabilities including superannuation liabilities and investments.

- **The ACT Insurance Authority (ACTIA)** is a statutory authority, providing insurance, claims and risk management services for ACT government. The authority also administers the office

of the Nominal Defendant of the ACT, for default claim under the ACT Motor Accident Injury Scheme and the Default Insurance Fund, for default claims under the ACT private Workers' Compensation Scheme.

POSITION OVERVIEW

The Director, Business Intelligence and Banking Operations, within Shared Services Finance, works under broad direction and is responsible for providing strategic leadership and oversight across key operations and service delivery functions within the Branch:

- The Director, Business Intelligence and Banking Operations, is responsible for leading the design, delivery and ongoing enhancement of the Branch's business intelligence capability, including banking operations, banking contractual arrangements (relating to transaction banking services), accounts receivable and debt management functions, and support for the accounts payable and customer experience service streams. The role oversees the development and maintenance of a contemporary business intelligence framework and associated service delivery arrangements, while partnering closely with the Territory's banking services provider to manage relevant commercial product requirements and data services. The Director drives continuous improvement initiatives that enhance financial sustainability, strengthen service delivery outcomes, and improve customer experience for both internal and external stakeholders.
- The Director also leads the ACT Government's banking operations activities and services within Shared Services Finance. This includes responsibility for maintaining a contemporary banking operations framework, overseeing banking operations activities (including cash at bank, bank reconciliations and audit support), managing key commercial relationships with the Territory's banking provider for relevant transactional banking matters, and providing advice to stakeholders and executives. The role ensures compliance with legislative requirements, governance obligations, government policies, procedures and contractual commitments.
- As a senior leader, the Director is responsible for fostering a high-performance and inclusive team culture, building organisational capability, and leading strategic initiatives that improve operational effectiveness, customer outcomes and service delivery performance.

WHAT YOU WILL DO

1. Lead and manage the governance, performance and continuous improvement of the Territory's complex banking operations and the Finance Operations business intelligence capability, including the management and utilisation of data services provided under the Whole of Government Banking Services Agreement (the Agreement).
2. Manage the Territory's ongoing contractual, commercial and operational relationships relating to business intelligence and banking operations, including the relevant transactional banking services provided under the Agreement with the Territory banker.
3. Establish and maintain effective governance, assurance and reporting frameworks that ensure business unit activities comply with relevant legislation, regulatory requirements, government policies, standards and contractual obligations.
4. Lead the assessment, design and implementation of new or enhanced services that support finance data visualisation and banking operations, ensuring effective governance, stakeholder engagement, risk management and seamless integration into existing service delivery models.
5. Drive automation and continuous improvement initiatives that enhance operational efficiency, strengthen internal controls, improve customer experience and deliver measurable business outcomes.
6. Monitor, analyse and report on business area performance, emerging trends, operational risks and service outcomes, using data analytics and performance intelligence to inform decision-making and identify opportunities for further improvement.

7. Lead, manage and develop supervisors and team members, fostering a high-performing workforce through capability development, coaching, mentoring and the promotion of an inclusive culture that values well-being, collaboration and professional growth.
8. Represent Shared Service Finance on governance committees and at interagency and interjurisdictional forums, meetings and working groups.
9. Provide expert advice and contribute to the development of strategic papers, briefings, submissions, ministerial correspondence and reports on complex and sensitive matters.
10. Undertake direct and indirect supervision of staff, including performance management, workforce planning and capability development activities.

QUALIFICATIONS/ELIGIBILITY/REQUIREMENTS

The information below describes the capabilities that are required to perform the duties and responsibilities of this position.

Professional / Technical Skills and Knowledge

1. Demonstrated high-level expertise leading business intelligence, banking operations, and/or financial operations within a complex public or private sector environment, with a strong focus on strategic outcomes, service delivery excellence and organisational performance.
2. Highly developed knowledge of the legislative, regulatory and policy frameworks relevant to business intelligence, banking operations and/or financial operations, and demonstrated ability to develop, implement, manage and continuously improve associated governance and operational frameworks.
3. Proven experience leading business transformation and continuous improvement initiatives, including the implementation of automation, digital solutions and process redesign that improve operational efficiency, compliance and customer outcomes.
4. Demonstrated leadership capability, including the ability to build and manage high-performing teams, foster accountability, develop capability and support organisational success.

Behavioural Capabilities

1. Demonstrates strategic leadership by establishing clear direction, setting priorities and driving the successful delivery of organisational objectives.
2. Applies strategic, systems-based and analytical thinking to understand complex issues, identify emerging risks and opportunities, and develop evidence-based solutions.
3. Leads change initiatives with confidence and resilience, supporting staff through periods of transformation while maintaining engagement and performance.
4. Develops and sustains credible, productive and influential relationships with senior executives, government agencies, external service providers and other key stakeholders.
5. Actively identifies opportunities to improve systems, processes and service delivery through innovation, digital transformation and continuous improvement.

Compliance Requirements / Qualifications

1. Tertiary qualifications in a relevant discipline are highly desirable, but not essential.
2. Must be an Australian citizen, a permanent resident or hold a valid Australian work visa.
3. An ACT Government CMTEDD Baseline Security Clearance is required for this position.
4. This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTIONS

The following work environment description outlines the inherent requirements of the role of Director, Business Intelligence and Banking Operations (position number P64028) 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	Occasionally
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation ***The position is in an activity-based work environment***	Never

STANDARD HOURS	**FREQUENCY**
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
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 overtime	Occasionally
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	Never

PHYSICAL DEMANDS	**FREQUENCY**
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Never

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

Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Never
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	Never

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	Never

OTHER	**FREQUENCY**
Uniform required	Never
Personal Protective Equipment (PPE) required	Never