ACT Government
Justice and Community Safety

POSITION DESCRIPTION

Directorate: Justice and Community Safety

Business Unit: Corporate Services Group

Business Unit: Communications and Engagement

Position Title: Senior Director, Strategy

Position Requirements: Relevant tertiary qualifications and/or significant experience working professionally in the fields of communications and engagement is essential

Position Number: P43152

Classification: Senior Officer Grade A (SOA)

Location: Canberra City, Ngunnawal Country

Last Reviewed: 03/11/2026

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

BUSINESS UNIT OVERVIEW

The Chief Operating Officer (COO) oversees the delivery of corporate business functions through JACS Corporate Services Group.

JACS Corporate is a client-focused group that provides support and strategic advice to business units and partners with them to deliver on the Directorate's strategic and operational objectives.

JACS Corporate Services Group comprises:

- Communication and Engagement
- Governance and Business Improvement
- Capital Works and Infrastructure
- People, Culture and Safety
- Strategic Finance
- Chief Information Office
- Office of the Chief Operating Officer

POSITION OVERVIEW

The Senior Director, Strategy will deliver an innovative and effective communications and engagement function for the directorate. They will deliver audience and stakeholder outcomes that enhance the reputation of our directorate.

The Senior Director, Strategy will have excellent stakeholder engagement and communications skills. They will influence and develop high-level communications and engagement strategies, polices and programs across JACS and, when required, across whole-of-government initiatives.

The Senior Director, Strategy will provide advice to ministerial offices and senior executives. They will have demonstrated experience in leading high-profile issues and ensure that a 'no surprises' approach is taken in briefing these stakeholders. The ability to strategically plan and deliver integrated communications plans and advice is essential in this role.

The Senior Director, Strategy will ensure that the branch follows an audience-first content strategy approach and make it easier for audiences to get the information they need across a broad range of legislation, programs and services.

The Senior Director, Strategy will lead and inspire a team while ensuring work priorities are delivered. They will value being a part of a shared team culture which encourages knowledge sharing across the branch and fosters innovative work practices.

WHAT YOU WILL DO

Under the general direction of the Executive Branch Manager, Communications and Engagement, the Senior Director, Strategy will:

1. Provide strategic leadership and direction for communications and engagement across the directorate, delivering strategies and plans aligned with government priorities, business outcomes, and audience needs.
2. Provide authoritative, expert communications and engagement advice to Ministers, senior executives, and stakeholders including high-level strategies for managing complex, high profile or sensitive issues.
3. Lead the planning and delivery of the communications and engagement forward work program, using data, audience insights and business intelligence to drive better outcomes.
4. Build and maintain strong collaborative relationships across ACT Government directorates and external stakeholders to support the delivery of integrated, whole-of-government solutions.
5. Build and lead a high-performing, resilient team in an environment of rapid change and actively support individual well-being, performance development, and capability growth.
6. Proactively develop new ways of delivering communications and engagement projects and redesign business processes to be more innovative and efficient.
7. Support and participate in best practice communications and engagement response at the Public Information Coordination Centre (PICC) in times of a Territory emergency.

This position involves direct supervision of staff.

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. High-level strategic and conceptual thinking capabilities, with proven experience designing, executing, and evaluating audience-first communications and engagement strategies in a complex environment.
2. Demonstrated experience providing authoritative advice and high-level issue/crisis management strategies to Ministers, senior executives, and key stakeholders on sensitive or complex matters.
3. Highly developed negotiation and stakeholder engagement skills, with a proven track record of driving cross-government collaboration and external partnership outcomes.

Behavioural Capabilities

1. Demonstrated ability to lead high-performing, resilient teams, fostering a culture of accountability, collaboration, continuous learning, and individual professional growth.
2. Strong organisational abilities, exercising high-level initiative, sound judgment, and resilience when managing competing executive priorities under tight deadlines in a fast-paced environment.
3. Excellent written and verbal communication skills, including the ability to prepare high-level correspondence and brief senior executives effectively.
4. Demonstrated leadership in cultural capability and safety, with the ability to embed respectful engagement practices across communications strategies that affect Aboriginal and Torres Strait Islander peoples and support the ACT Government's commitment to Closing the Gap.

Compliance Requirements/Qualification

1. Relevant tertiary qualifications and/or significant experience working professionally in the fields of communications and engagement is essential.
2. IAP2 accreditation and demonstrated experience applying engagement frameworks in a public sector context is highly desirable.
3. The successful applicant will need to be available for occasional weekend and after-hours work.
4. This position does not require a pre-employment medical.
5. This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Director, PN 43152 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	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation – This position operates in an activity-based work environment.	Never

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	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	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	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

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	Never
Exposure to potentially distressing case material	Occasionally

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