CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Assistant Director Insurance

Classification: Senior Officer Grade C

Position number: P12835

Division: Strategic Finance and Business Operations Division

Business unit: Procurement and Business Operations Branch

Location: Dickson, with flexible working arrangements in place

Reports to: SOGB Director Insurance

Date last reviewed: October 2026

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings 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

Strategic Finance and Business Operations

The Strategic Finance and Business Operations Division (SFBO) is a fast-paced work environment with direct responsibility for: financial management and reporting; strategic finance; capital works reporting; strategic asset management; procurement, grants and contracts; insurances coordination; information access, facilities, fleet and sustainability. Being part of this fantastic team gives you visibility of the financial and other operational corporate services that SFBO provides to the Directorate, with a breadth of work that is diverse and interesting.

SFBO is new, with a positive and people-focused culture to support business areas to deliver outcomes for the community in a cost-effective way.

BUSINESS UNIT OVERVIEW

Procurement and Business Operations Branch

The Procurement and Business Operations (PaBO) Branch, within the SFBO, provides essential services and support to each area within CED, including procurement, insurance coordination, information access, asset policy, sustainability, facilities and fleet services.

The Central Procurement Team (CPT) team supports CED by providing advice and support on procurement and contract, grants and insourcing management and assessments.

The Insurance and Information Access (IIA) team oversees insurance coordination and complex claims, and coordination of Freedom of Information (FOI) access applications, Open Access disclosures, Standing Order 213A requests, and Executive Document Releases.

The Sustainability, Assets, Facilities and Fleet (SAFF) team are responsible for management of approximately 1,200 fleet vehicles including leasing, procurement, disposal and general fleet administration. The team provides facilities support to approximately 70 sites across CED to ensure facilities and depots are maintained and fit for purpose.

THE TEAM YOU WILL WORK IN

The Insurance team provides the Directorate with a strategic and Directorate level insurance coordination and advice that ensures appropriate ongoing administration of our insurance obligations and needs.

The role of the Insurance team includes:

- Coordination of the annual asset and non-asset declaration process for the Directorate.
- Provision of advice and guidance on complex insurance claims, in particular those likely to have a significant impact on the Directorate and/or its financial resources.
- Provision of insurance advice for procurement risk assessments and associated contracts.
- Development of the CED Insurance Guidelines/Framework.
- Coordination of the annual statement of insurance and certificate of currency.

- Ongoing collection, analysis and reporting on insurance claims, associated asset risk exposures and premium data.
- Provide claims management governance including the implementation of associated local policy and training.
- Development and implementation of the CED Strategic Asset Management Framework.
- Maintain positive relationships with CED business unit stakeholders and ACTIA.

DUTIES/RESPONSIBILITIES

As the Assistant Director Insurance, you will work as part of a small collaborative and dynamic team responsible for providing timely responses to insurance related activities and advice.

Under limited direction from the Director Insurance, and working collaboratively with colleagues across the Directorate and ACTPS, the primary responsibilities of the role include:

- Support the Directorate's insurance program, including complex issues, claims, projects and strategic initiatives.
- Assist with quality strategic level insurance and asset risk exposure advice and support to executives and business areas, ensuring timely, accurate and high-quality outcomes.
- Assist with the development of insurance claims and premium governance, asset-related risk exposure analysis and reporting, ensuring insurance strategies align with the Strategic Asset Management framework and plan, lifecycle risk considerations and organisational objectives.
- Build strong stakeholder relationships and foster collaboration across the Directorate, government agencies and key service providers.
- Provide administrative support to the branch and assist team members as required.

This position does not require a pre-employment medical or a Working with Vulnerable People Check.

SELECTION CRITERIA

Your suitability for this position will be assessed based on your **skills**, **knowledge** and **behaviour** in relation to the duties/responsibilities listed above**.**

Skills:

- Well-developed communication and written skills. You produce written work, which is appropriate, fit for purpose and readily understood by the intended audience and effectively communicate complex ideas and issues to all levels of internal and external stakeholders.
- Demonstrated ability to undertake research, analysis and interpret legislation, policies and other guidance material relating to the operations and functions of the Directorate, particularly ACTIA related (or similar administrative) processes.
- Sound organisation and time management skills, including the ability to effectively manage multiple tasks, determine priorities and meet strict deadlines in high pressure situations in an adaptable and flexible manner.

Knowledge:

- Knowledge of public sector insurance frameworks and associated processes within those frameworks such as policy and process development and claims and premium management will be highly regarded.

Behaviour:

- Demonstrated ability to work collaboratively and build productive relationships with team members and other teams across the Directorate and Territory.
- Demonstrated commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

Qualifications/Requirements

Highly Desirable:

- Previous experience (or strong knowledge) of at least 3 years in the application of insurance practices, particularly ACTPS related experience is highly desirable.
- Relevant tertiary qualifications in public policy, law, public sector administration, business or corporate management or a related field are highly desirable.

Further Information

Contact Officer

Lynnet Bridgfoot, Director Insurance, Lynnet.Bridgfoot@act.gov.au or (02) 6205 1808

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director Insurance (position number P12835) 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	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Never

The position in an activity based work environment	

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	Frequently

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	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	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	Occasionally

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