



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P71510

Division: Customer, Data and Technology

Classification: Senior Officer Grade A (SOG A)

Business Unit: Initiative Delivery

Location: Hybrid working arrangements
(Gungahlin, customer sites and home)

Position Title: Project Governance Manager

Last Reviewed: May 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 Customer, Data and Technology Group is responsible for managing and maintaining the ACT Government's business systems and digital government services and ensuring they are easy, efficient, and safe for ACT public servants and the ACT community to use.

The group has a wide range of responsibilities that include managing the ACT Government's Information Communications Technology (ICT) infrastructure, front line ICT service support, ICT project delivery, cyber security, strategic asset management, digital records, and data and artificial intelligence (AI) operations and policies.

The group has a wide range of strategy, policy and operational responsibilities across ACT Government including:

- management of Information Communications Technology services,
- service integration and management

- program and project management
- cyber, risk and governance
- strategic asset management
- data and artificial intelligence (AI) including digital records.

BUSINESS UNIT OVERVIEW

Initiative Delivery

The Initiative Delivery business area reports directly to the Executive Group Manager, Customer, Data and Technology and manages Digital Canberra's ICT project delivery, working collaboratively with ACT Government directorates. Our business area comprises teams across ICT Applications, ICT Infrastructure, Education Initiative Delivery, and Canberra Institute of Technology (CIT) Projects. Under the P3M Governance Framework and using best practice project management principles, we ensure the ACT Government's ICT projects are delivered in line with customer expectations.

POSITION OVERVIEW

- The Senior Director, Project Governance Manager is a key leadership role within Digital Canberra, responsible for driving the effective operation and continuous maturity of project governance functions. Under broad direction, this role leads capacity management and project support services, ensuring the successful delivery of complex, strategic initiatives aligned to organisational priorities.
- As the capability lead for project and program management professionals, the Senior Director is accountable for building, strengthening, and sustaining a high-performing delivery workforce. The role works in close partnership with all operational areas of Digital Canberra to embed consistent governance practices, enhance delivery standards, and ensure alignment across the portfolio.
- The position provides enterprise-wide oversight and assurance across programs and projects, ensuring alignment with strategic objectives, regulatory requirements, and financial governance. Acting as a trusted advisor to senior executives, program sponsors, and control boards, the role drives disciplined decision-making through robust governance frameworks, transparent reporting, and proactive risk and issue management.
- The Senior Director is responsible for establishing and continuously improving portfolio governance methodologies, including prioritisation, resource allocation, financial oversight, and benefits realisation. The role plays a critical part in rebaselining initiatives where required, optimising delivery performance, and ensuring outcomes are achievable and sustainable over time.
- Through leadership of governance forums—including steering committees and program control boards—the role ensures that decisions are timely, evidence-based, and aligned with whole-of-government priorities. Strong stakeholder engagement and influencing skills are critical to navigating complex environments and ensuring delivery partner alignment.
- As part of the ACT Public Service (ACTPS), this role offers access to flexible working arrangements, including hybrid work options. The role is primarily based in the Gungahlin office (Winyu House), with a minimum requirement of two days per week onsite. ACTPS employees also have access to FlexiSpace office locations across Canberra, supporting flexibility and collaboration.

WHAT YOU WILL DO

1. Provide leadership, guidance, and mentorship to project management professionals within Digital Canberra, ensuring effective use of processes, tools, and methodologies to achieve successful project delivery outcomes and maintain high standards of quality assurance.
2. Establish and maintain strong, collaborative relationships across Digital Canberra, customers, and key stakeholders to enable effective engagement, clear communication, and timely resolution of issues.
3. Lead and oversee the intake of new work, including prioritisation, resource capacity planning, and resourcing fulfilment for projects, programs, and initiatives.
4. Ensure the effective and efficient operation of project support functions, including project establishment, governance, and monitoring, supported by regular portfolio reporting and continuous improvement of delivery practices.
5. Oversee project delivery quality assurance, ensuring consistency in standards, governance compliance, and successful achievement of project outcomes across the portfolio.
6. Manage and oversee project costing and financial management, ensuring accurate forecasting, budget control, and alignment with organisational financial frameworks.
7. Lead the recruitment, onboarding, training, and ongoing professional development of the project management cohort to build capability and sustain a high-performing workforce.
8. Drive the continuous improvement and upgrade of project management and reporting tools and platforms to enhance efficiency, visibility, and decision-making.
9. Directly supervise and manage staff, fostering a supportive, accountable, and high-performance team environment.

WHAT YOU REQUIRE

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

Professional / Technical Skills and Knowledge

1. Proven experience leading digital and technology projects, with a strong track record of delivering outcomes on time, within scope, and within budget.
2. Demonstrated expertise in project, risk, and governance management concepts, standards, methodologies, and tools, with the ability to apply this knowledge to ensure strong governance, identify solutions, and achieve desired outcomes.
3. Strong capability in establishing and maintaining effective project governance frameworks, including oversight of reporting, assurance, decision-making processes, and compliance with organisational and regulatory requirements.
4. Strong analytical capability to assess project health, with a focus on scope adherence, governance, risks, and issues, to provide accurate reporting and support informed decision-making at critical delivery milestones.
5. Demonstrated experience in the use and optimisation of project management platforms and tools to streamline processes, enable automation, and enhance reporting, efficiency, and data-driven decision-making across the portfolio.

Behavioural Capabilities

1. Demonstrated leadership capability in delivering portfolio outcomes, including setting strategic direction, managing resources, and guiding Project Managers and teams to achieve agreed business objectives.

2. Strong ability to lead, influence, and drive change in a positive, respectful, and forward-focused manner within complex and dynamic environments.
3. Proven capability to build and maintain effective, diverse, and strategic partnerships, including with executive stakeholders, through collaboration, engagement, responsiveness, and influence.
4. Advanced analytical and problem-solving skills, including the ability to interpret complex information, assess interdependencies, adopt innovative and holistic approaches, and leverage industry, technical, and business trends to improve outcomes.
5. High levels of adaptability and resilience, with the ability to manage competing priorities effectively, complemented by highly developed written communication skills to produce clear, accurate, and high-quality documentation, reports, and briefings.

Compliance Requirements / Qualifications

1. Tertiary level qualifications and/or certification in Project Management are highly desirable. These include one or more of: Diploma of Project Management, PRINCE2 Foundation, PRINCE2 Agile Foundation, Agile Project Management (AgilePM) Foundation, Certified ScrumMaster.
2. The role is primarily based in the Gungahlin office (Winyu House), with a minimum requirement of two days per week onsite. ACTPS employees also have access to FlexiSpace office locations across Canberra, supporting flexibility and collaboration.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Governance Manager (position number P71510) and indicates how frequently each of these requirements would be performed. Please note that the ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
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	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 (ADOs)	Never
Peaks and troughs	Occasionally
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	Never
PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
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	Occasionally
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	Never
Exposure to potentially distressing case material	Never
OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally