

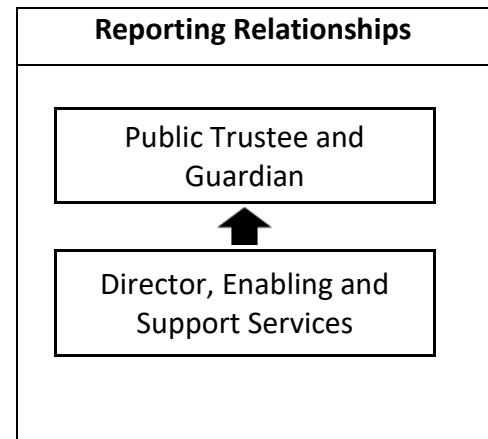


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Agency	Public Trustee and Guardian
Position Number	P53348
Position Title	Director, Enabling and Support Services
Classification	Senior Officer Grade B (SOGB)
Location	Canberra
Last Reviewed	August 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 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

AGENCY OVERVIEW

The Public Trustee and Guardian for the ACT (PTG) is established under the *Public Trustee and Guardian Act 1985*.

PTG aims to promote and support the rights, interests and life decisions of our clients and to deliver excellent trustee outcomes for the ACT community. We perform a range of functions, deliver services under a range of legislation, and work closely with other ACT Government agencies and stakeholders.

PTG promotes our role, services and important life decision information to our clients through:

- Delivery of up-to-date, relevant, accessible information through our website, call team, seminars and specific communication campaigns;
- Our membership of, and contribution to, the Australian Guardianship and Administration Council and its national initiatives;
- Our engagement with the ACT Law Society, relevant elder and estate planning groups, and participation in working groups and boards such as the Official Visitors Board; and
- Specific community events like the National Wills Week, attendance at community group meetings and conferences.

PTG supports our clients' decision making by:

- Performing Guardianship and Financial Management services when appointed by the ACT Civil and Administrative Tribunal (ACAT);
- Acting for clients under a power of attorney when PTG is nominated;
- Supporting Private Managers (individuals appointed by ACAT to manage another person's financial matters) and examining accounts for appropriateness; and

PTG is the ACT's statutory public trustee. We deliver:

- Estate management services - performing the role of Executor for community members where appointed or where an individual passes away without a will.
- Performing the role of Trustee (or similar):

- for community members
- for other ACT Government entities
- for the Capital Region Community Foundation (Greater Good)
- under Confiscation of Criminal Assets arrangements
- for the Unclaimed Monies scheme, and
- under the Unclaimed Deceased Persons arrangements.
- Investment services – managing funds we hold on trust to ensure value is maintained or improved in line with our fiduciary obligations and informed by our Investment Board.

The PTG is an agency of up to 70 team members. The PTG is a service delivery agency and our structure comprises a Client Services stream, Finance and Investments stream and Enabling and Supporting Services stream. More information on the PTG can be found at www.ptg.act.gov.au.

ENABLING AND SUPPORT SERVICES

The Enabling and Supporting Services stream of the PTG coordinates the governance and operations of the PTG, supports community engagement and communications, and coordinates corporate services from various providers to meet client service team needs. While the work of the team is not client-facing, it is critical to clients and stakeholders and is integral to the PTG's reputation as a government agency, public guardian and trustee.

Governance and operations of the PTG involves:

- Support for the CEO's office including agency coordination requests, agency management including agency planning, messaging and review
- Support to the CEO and Senior Leadership Group for client feedback and complaints, ministerial correspondence and responses
- Management of agency governance ranging across compliance frameworks, risk management, assurance, internal audit, Audit and Risk Committee management, records management, and Annual Reporting
- Agency business continuity coordination and compliance.

Community engagement and communications includes:

- Working with Justice and Community Safety Directorate and other ACT Government resources, maintain a website presence and promote information about the PTG, its services and purpose
- Manage annual events, communication campaigns and other activities in the ACT.

Corporate services includes:

- Coordinate and monitor Shared Services delivered to PTG and its employees including people management, ICT, PTG office and facilities management, security
- Conduct procurement and manage contracts for PTG specific services including property management, legal services and taxation

- Leading ICT and data systems work for PTG including integration with ACT Government and Justice and Community Safety Directorate, maintaining an ICT roadmap and implementing controls and security for data.

It is important to note that the PTG benefits from ACT Government Shared Services arrangements and from the support of the Justice and Community Safety Directorate. As a result the majority of corporate services are delivered by other entities and the agency's work is to ensure it is accessing and receiving the services as needed.

POSITION OVERVIEW

The Director Enabling and Support Services leads the delivery of critical support for the PTG and its teams enabling the delivery of the agency's services.

The role is accountable for ensuring the agency is compliant and highly effective.

The Director leads two small teams that work collaboratively across the PTG and across ACT Government agencies; is a member of the PTG Senior Leadership Group; and may lead initiatives and projects. These initiatives and projects can be as part of national working groups (working with other trustees and guardians across the country), across ACT Government agencies, across the agency, and within Enabling and Supporting Services teams from time to time. The role leads up to 10 team members of the PTG.

The Director has significant decision-making autonomy within agreed parameters and has strategic responsibility for providing high-level operational and policy advice and representation (as required) on behalf of and to the Public Trustee and Guardian, and the agency more broadly. The Director plays a key role in governance, systems and procurement.

The Director is a leader of, and plays a key role in the management of, the Enabling and Supporting Services teams of the PTG and supports the Public Trustee and Guardian in managing financial resources.

WHAT YOU WILL DO

Under the broad direction of the Public Trustee and Guardian, the Director Enabling and Support Services will:

1. Lead PTG's governance, agency coordination, corporate services (except financial management) across all of PTG's functions and resources and collaborating and leveraging ACT Government and service provider resources to achieve the agency's target outcomes.
2. Lead, manage and direct the Enabling and Support Services team of the PTG including strategic forward planning and decision-making, budget management (including determining resource needs and allocation of resources), people leadership and governance (including ensuring the development and review of consistent policies, procedures and assurance).
3. Lead, manage and coach the Enabling and Support Services team of the PTG including embedding and promoting a high performance and customer-focussed culture to deliver high quality, innovative services to other parts of PTG and to PTG clients.
4. Personally engage, and coach others to engage, with risk to ensure appropriate identification and management of risks in the PTG's work including analysing risks for clients and stakeholders and risks to the PTG. Build risk assessment and treatments into policies, procedures and operations.

5. Lead and manage decision making including exercising delegation and accountability for critical, high to extreme risk decisions in PTG's governance, engagement, procurement and contract management. Make decisions that are legal, empathetic and focused on positive outcomes.
6. Provide professional, expert, technical advice and recommendations to the PTG, JACS Executive, and/or Government when required in relation to the PTG, the agency's governing law, and the enabling and supporting services of the PTG. These items could include new or ill-defined issues and include the development of a PTG position. Engagement can include contribution to ACT and national policy development.
7. Contribute to the leadership and management of the directorate and agency as a member of the PTG Senior Leadership Group, as a project or initiative leader, and participate in other working groups and committees as required.
8. This position involves direct supervision of up to 3 team members and leads two teams of up to 10 team members.

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 critical thinking skills, including the ability to quickly understand and analyse differing requirements, identify risks and issues, and develop solutions through the application of legislation and corporate policy in a service delivery environment.
2. Demonstrated experience in complaint resolution and management of corporate governance in a service delivery environment.

Behavioural Capabilities

1. Demonstrated experience in effectively managing and leading teams including mentoring and developing staff, managing change, and building a culture comprising integrity and performance.
2. Demonstrated engagement skills and the ability to communicate effectively and with influence across a broad range of internal and external stakeholders, including the ability to provide advice and communicate in a way that strengthens relationships and builds productive networks across Government and with external stakeholders.
3. Well-developed verbal and written communication skills, including high order legal representation capability, and the ability to convey complex information in simple and concise ways to a range of audiences.

Compliance Requirements/Qualifications

1. Tertiary qualifications in other relevant disciplines are desirable.
2. This position requires ACTPS background / security clearance checks.
3. This position requires a Working with Vulnerable People (WWVP) registration.
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 Director, Enabling and Support Services (P53348) 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	Occasionally
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally

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)	Occasionally
Peaks and troughs	Frequently
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)	Never
Working in a call centre environment	Never
Working directly with the public	Frequently

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