CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Director – Waste Contracts

Classification: Senior Officer Grade B

Position number: P50046

Division: Territory and Business Services

Business unit: ACT NoWaste

Section: Service Delivery

Location: Hybrid: Work from home and at 480 Northbourne Avenue, Dickson ACT

Reports to: Senior Director, Service Delivery

Date last reviewed: October 2026

Position requirements: see compliance requirements/qualifications section below

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

Territory and Business Services (TBS) delivers a portfolio of high-performing commercial and operational services that combines essential community services with business units operating

to commercial standards, delivering efficient, reliable and valued services to a wide range of customers across the Canberra and surrounding region. The Group consists of:

- Canberra Memorial Parks operates the Territory's public cemeteries and public crematorium, providing self-funded, high-quality and culturally inclusive interment and memorialisation services across Gungahlin, Woden and Hall through a professionally governed Statutory Authority.
- Capital Linen Service functions as a major commercial enterprise, supplying more than 120 health, aged-care and accommodation providers with ISO-certified, high-volume linen services, processing over 7,200 tonnes of linen annually through a modern, automated facility that ensures dependable, safe and competitively priced service delivery.
- ACT NoWaste designs and delivers the ACT's waste infrastructure, and high-quality waste and recycling services for residents, supporting the community in their efforts to reduce waste and increase resource recovery. ACT NoWaste works across both Territory and local government-level functions, leading the implementation of the Territory's waste management and circular economy strategies to ensure operational reliability, environmental performance and long-term system sustainability.
- Yarralumla Nursery underpins Canberra's urban landscape through its commercial wholesale plant production enterprise, supplying high-quality, climate-appropriate plants for government and industry projects and maintaining consistent, reliable output that supports the city's green infrastructure and horticultural standards.

BUSINESS UNIT OVERVIEW

Who we are

ACT NoWaste is a unique waste management organisation in Australia: we work across both state/territory and local government-level functions, which provides opportunities to deliver sustainable services to the ACT community and influence and contribute efforts to improve waste management outcomes at a local, regional and national-level.

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?"

What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Canberra community.
- The opportunity to work with passionate, innovative and experienced leaders

who encourage and support you to develop your interests and expertise.
- A flexible workplace with brand new, state-of-the-art accommodation enabling activity-based work in an engaging and creative environment.

What we do

ACT NoWaste delivers the ACT Government's recycling and waste management program including:

- Design, delivery and evaluation of waste services and infrastructure.
- Service delivery including household collections, waste drop-off and recycling facilities.
- Waste education, engagement, behaviour change and communications program.
- Develop, deliver and manage product stewardship programs including the ACT Container Deposit Scheme (CDS).
- Management of Territory-owned recycling and waste management infrastructure.
- Management of significant contracts including Household Waste Collection and public private partnership agreements, including the (future) Materials Resource Facility (MRF).
- Customer service, revenue collection and data analytics.
- Strategy, planning and input into waste policy.
- Stakeholder collaboration at a local, regional and national level to reduce waste, increase reuse and recycling, and contribute to action on climate change and the ACT's transition to a more circular economy.

DIVERSITY STATEMENT

The ACT Public Service is committed to building a culturally diverse workforce and an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability and those who identify as LGBTIQ+ are encouraged to apply.

POSITION PURPOSE

As Director, Waste Contracts, you lead a committed team to deliver high-quality waste and recycling services for the Territory through best-practice administration and management of complex, high-value waste and recycling service contracts. Contracts managed may also include Public Private Partnership (PPP) agreements.

The Director is responsible for administration of the Territory's waste contracts, ensuring customer, operational and business needs are met while delivering contractual, commercial and performance outcomes. The Director will possess strong contract and commercial acumen, governance and relationship management skills and in-depth experience of services management in a faced-paced operational environment.

Through performance monitoring, benchmarking and stakeholder engagement, the Director identifies opportunities for continuous improvement, addresses underperformance, and manages contract variations and compliance matters. This includes:

- Using key performance indicators to monitor and challenge performance and identify opportunities for continuous improvement.
- Developing strategies to address underperformance and compliance failures, including the application of contract provisions.
- Identifying where changes are required, driving their implementation, evaluating their impact and advising stakeholders of the implications and consequences.
- Negotiating variations and seeking appropriate authorisation where necessary.

Reporting to the Senior Director Service Delivery, this senior leadership role requires a person who can inspire, energise, and positively influence team and individual outcomes.

DUTIES / RESPONSIBILITIES

Strategic leadership

- Develop and lead a team to administer complex, high-value, and/or high-risk service delivery contracts, including Public Private Partnership Agreements (PPPs).
- Provide timely, evidence-based briefings to senior leaders and executives on contractual risks and opportunities.
- Lead the development of and manage contract management plans, risk registers and performance analytics dashboards with a continuous improvement mindset.

Complex advisory and negotiation

- Lead complex negotiations with suppliers, other jurisdictions, and managed services partners, ensuring outcomes protect the Territory's interests and achieve value for money.
- Engage with internal/external legal support services and senior leadership to oversee drafting, review and endorsement of complex contract documentation.
- Stakeholder and contracts management, including chairing meetings, discussion of performance issues/claims and using sound judgement to escalate contractual disputes to senior leaders and/or executives (where relevant/appropriate).

Team management and capability

- Lead and manage a multidisciplinary team, including workforce planning, performance management, coaching, and development.
- Build and sustain a high-performing, professional, and values-based team culture focused on service excellence and collaboration.

Governance, risk and assurance

- Oversee business as usual contract management activities, including demonstrating best-practice governance, risk management, record keeping, briefing and assurance, including notifiable contracts and invoices, audits and executive reporting.
- Identify emerging risks related to areas of responsibility and provide advice on mitigation strategies and improvement opportunities.

Stakeholder and whole-of-Government engagement

- Build and maintain strategic relationships with senior internal stakeholders, Government Solicitor's Office, external partners and contractors.
- Represent the directorate in whole-of-government forums, working groups and reform initiatives relating to procurement and commercial management.
- Lead the preparation of and Chair contractor performance meetings when required.

This position ***does*** involve direct supervision of staff.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

Applicants should provide evidence demonstrating capability consistent with the ACTPS Shared Capability Framework at Senior Officer Grade B level:

1. Demonstrated contract management experience in a complex operational and commercially structured environment, including monitoring performance, managing risks and issues, ensuring compliance with contractual obligations, and driving value-for-money outcomes.
2. Demonstrated experience in risk identification, assessment and mitigation, including the management of non-compliance, financial, operational and resource implications. Proven ability to implement appropriate governance and controls, manage emerging issues, and support the delivery of organisational objectives.
3. Highly developed stakeholder engagement and relationship management skills, with the ability to build and facilitate productive partnerships across government, industry and service providers, influence outcomes, negotiate solutions and communicate complex information to diverse audiences (including written and verbal briefing to senior executives).
4. Strong people leadership experience and judgement, including building team capability, managing performance, and fostering an inclusive and respectful culture.
5. Demonstrated commitment to ACTPS values of Respect, Integrity, Collaboration, and Innovation, and to workplace health, safety, and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

Mandatory:

- Significant team leadership experience in contract and/or and commercial roles, ideally within a government or comparable context.

Desirable:

- Qualifications in Law, Commerce, Business, or a related discipline.
- Current driver's licence.
- Experience managing Public Private Partnership agreements.

Notes:

- This position **does not** require a Working with Vulnerable People Check.
- This position **does not** require a Security Clearance.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director – Waste Contracts (position number P50046) 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	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
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 (ADO's)	Never
Peaks and troughs	Occasionally
Frequent paid overtime	Never
Rostered shift work	Never

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SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Frequently
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	Occasionally
Lifting 10kg+	Never
Climbing	Occasionally
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	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Occasionally
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Occasionally
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	Occasionally