

# CITY AND ENVIRONMENT DIRECTORATE (CED)

## POSITION DESCRIPTION

### POSITION DETAILS

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Position title: Program Manager

Classification: SOGB

Division: Corporate Services

Business unit: Chief Information Officer

Location: Dickson, Remote

Position Number: 54193

Classification: SOGB

Last Reviewed: May 2026

**Note:** The CED CIO Branch is currently proposed to be transferred to the Digital Canberra Directorate in the new financial year. This position is expected to move as part of this transition. Consultation is currently underway for this change.

### DIRECTORATE OVERVIEW

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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

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The Chief Information Officer (CIO) Branch, within the Corporate Services Division enables the Directorate's strategic, effective and secure use of data and technology solutions. The branch leads the Digital and Data Transformation initiatives within the Directorate including representing CED in whole of government Digital, Data and Geospatial forums. The branch also drives the establishment and implementation of centralised data, digital, geospatial and ICT frameworks that adds value to divisions across the directorate.

## **BUSINESS UNIT OVERVIEW**

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The Digital Experience Delivery team works to support CED's application of technology to build regulatory and customer service capabilities provided by the agency to the community. The team provides project management, business and systems design and analysis and software test services to ensure our systems are fit for purpose, support legislative processes, and serve our customers' needs.

## **DUTIES / RESPONSIBILITIES**

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The Program Manager works under the direction of the Senior Director, Digital Experience Delivery to deliver a range of contemporary ICT projects to address complex business problems across CED. This includes directly managing the quality and progress of projects within a program, including associated resources.

The main responsibilities of the position include:

- Deliver and manage a variety of information technology projects within a program for CED, either independently or as a member of a team, on time and within budget.
- Ensure alignment of the program governance approach to existing digital frameworks and policies within the agency.
- Analyse, document, and develop project plans with defined milestones and deliverables.
- Manage multiple project and activities, milestones, and deliverables.
- Effectively communicate with project sponsors, users, suppliers, specifically around benefits, risks, issues and change management.
- Ensure that effective project reporting mechanisms are implemented meeting the needs of the Project Sponsor, as well as relevant CED executives.
- Ensure requirements for the projects are developed using sound service design processes and methodologies as recommended by CED and Digital Canberra.
- Ensure the outcomes of the projects are aligned to the ACT Digital Strategy.

## **SELECTION CRITERIA**

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The following capabilities form the criteria by which suitability to perform the duties and responsibilities of this position will be assessed. Please limit your response to the following selection criteria to a total of two pages.

Your suitability for this position will be assessed in three key areas:

- **Skills** - the skills you have, based on your qualifications and previous experience, to fulfil the duties/responsibilities of the role.
  - Demonstrated leadership and change management skills and high level of experience in successfully managing, developing, and implementing multiple projects simultaneously.
  - Proven ability to develop project documentation including project plans, project schedules, customer proposals, project logs/registers, status reports, and variations.
  - Demonstrated high level written and verbal communication and negotiation skills and the ability to influence stakeholders and engage appropriate resources within CED and other ACT Government agencies.
  - Ability to effectively brief stakeholders and provide early warning of risks and problems.
- **Knowledge** – the knowledge you have, based on your qualification and experience that will enable you to perform the duties/responsibilities of the role to a high standard.
  - Demonstrated knowledge and understanding of human-centred design, design thinking, or other similar design frameworks and principles.
  - Demonstrated understanding of project management principles and the systems development life cycle (SDLC).
- **Behaviour** – how well you will fit into the team, Branch, Division, Directorate, and ACT Government based on the ACT Government Signature Values and Behaviours and the CED Culture described in the Division Overview
  - Understanding of ACT Public Service values covering ethical standards, code of conduct and a demonstrated self-awareness, professionalism, and proven commitment to the ongoing integration of workplace respect, equity and diversity principles and workplace health and safety practices.
  - Demonstrated track record of positive and effective stakeholder engagement and building constructive relationships.

**Eligibility:**

- Relevant certification in project management methodologies (e.g., Prince 2, Agile, etc.) is highly desirable.
- Relevant tertiary qualifications are highly desirable.
- Competency in the use of relevant Project Management tools and techniques.

**REPORTING RELATIONSHIP**

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This position reports directly to Senior Director, Digital Experience Delivery and may involve direct supervision of personnel.

Educational and professional qualifications checks may be undertaken prior to employment.

Further information on working at Chief Minister, Treasury and Economic Development Directorate can be found at [http://www.jobs.act.gov.au/\\_data/assets/word\\_doc/0010/754471/PD-Further-Information-Document.doc](http://www.jobs.act.gov.au/_data/assets/word_doc/0010/754471/PD-Further-Information-Document.doc).

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would be performed.

ADMINISTRATIVE	Never	Occasionally	Frequently
Telephone use			X
General computer use			X
Extensive keying/data entry			X
Graphical/analytical based			X
Sitting at a desk			X
Standing for long periods		X	

STANDARD HOURS	Never	Occasionally	Frequently
Flexible working hours (access to flex time)		X	
Fixed or specified start/finish times		X	
Expected to work extensive hours over a significant period due to the nature of the duties [Instructions: applies to SOGA/B positions only.]		X	
Access to Accrued Days Off (ADO's)	X		
Peaks and troughs		X	
Frequent overtime		X	
Rostered shift work	X		

SOCIAL DEMANDS	Never	Occasionally	Frequently
Work with others towards shared goals in a team environment			X
Work in isolation from other staff (remote supervision)		X	
Working in a call centre environment	X		
Working directly with the public		X	

PHYSICAL DEMANDS	Never	Occasionally	Frequently
Distance walking (large buildings or inter-building transit)		X	
Working outdoors		X	

MANUAL HANDLING	Never	Occasionally	Frequently
Lifting 0 – 5kg		X	
Lifting 5 – 10kg		X	

Lifting 10kg+		X	
Climbing		X	
Reaching		X	
Bending/squatting		X	
Push/pull		X	
Sequential repetitive movements in a short amount of time		X	

TRAVEL	Never	Occasionally	Frequently
Frequent travel – multiple work sites		X	
Frequent travel – driving		X	
Frequent travel – interstate		X	

SPECIFIC HAZARDS	Never	Occasionally	Frequently
Working at heights	X		
Exposure to extreme temperatures	X		
Operation of heavy machinery e.g. forklift	X		
Confined spaces	X		
Excessive noise	X		
Low lighting		X	
Handling of dangerous goods/equipment	X		
Working with asbestos	X		
Potential to encounter agitated customers		X	