



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P71509

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: Portfolio 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, Portfolio Management is a key leadership role within Digital Canberra's Initiative Delivery team. The position is responsible for leading and managing a multidisciplinary team of program managers, project managers, and other professionals delivering a portfolio of high-profile, complex, and high-risk ICT and business projects and programs.

The role provides strategic oversight and direction for a suite of portfolio delivery activities on behalf of ACT Government Directorates, including financial management, resource management, and governance. The Senior Director serves as the primary senior point of contact for key stakeholders, ensuring effective engagement, alignment of priorities, and successful delivery of program outcomes.

As part of the ACT Public Service (ACTPS), this role offers access to flexible working arrangements, including hybrid work options. The position is primarily based at 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

Leadership and People Management

- Provide high-level leadership, mentoring, and strategic guidance to Program Managers and Project Managers to enable the effective delivery of complex projects and programs.
- Lead and manage multidisciplinary teams, fostering a high-performance culture, building capability, and supporting continuous professional development.
- Directly supervise staff, including performance management, coaching, and workforce planning.

Program and Portfolio Delivery

- Lead the planning, coordination, and delivery of a portfolio of complex, high-profile ICT and business programs and projects across the ACT Government.
- Maintain accountability for the overall health, performance, and outcomes of all programs and projects within the portfolio.

- Proactively identify, assess, and address risks, issues, and dependencies, implementing timely and effective mitigation strategies.

Planning, Monitoring, and Reporting

- Oversee portfolio planning, scheduling, and delivery activities, ensuring alignment with strategic priorities and available resources.
- Monitor performance and provide accurate, timely reporting on progress, risks, issues, and outcomes to senior stakeholders.
- Deliver data-driven insights to support informed decision-making and continuous improvement.

Financial Management and Accountability

- Exercise financial delegations appropriately through the management of Initiative Delivery cost centres.
- Ensure effective financial oversight, including budget management, cost tracking, and forecasting.
- Maintain appropriate cost recovery for billable resources across projects and programs in accordance with delegation frameworks and financial guidelines.

Stakeholder Engagement and Collaboration

- Build and maintain strong, effective relationships with senior stakeholders across ACT Government Directorates.
- Provide expert advice and support across key delivery areas, including planning, risk and issue management, resourcing, financials, and delivery performance.
- Facilitate clear, consistent communication to ensure alignment of expectations, priorities, and outcomes.

Resource and Operational Management

- Oversee resource planning, allocation, and utilisation across programs and projects to optimise delivery outcomes.
- Manage procurement and contract activities to support program delivery in line with organisational requirements.
- Ensure effective implementation of change control and documentation management practices.

Quality and Compliance

- Ensure all programs and projects are delivered in compliance with ACT Government policies, processes, guidelines, and methodologies, including quality assurance requirements.
- Maintain high standards of documentation, reporting, and delivery practices across the portfolio.

Continuous Improvement and Capability Development

- Drive continuous improvement in program and project management practices, including tools, templates, and reporting frameworks.
- Establish consistent and measurable methods for tracking performance and improving delivery outcomes.

- Coach and support Project Managers to embed best practices across planning, scheduling, reporting, and delivery.

WHAT YOU REQUIRE

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

Professional / Technical Skills and Knowledge

1. Extensive knowledge and demonstrated experience in applying recognised portfolio, program, and project management methodologies and principles, including MSP, P3M, PRINCE2, and Agile.
2. Strong understanding of Program Management Office (PMO) functions, with proven experience establishing, developing, and continuously improving PMO processes, templates, governance, and reporting frameworks.
3. Demonstrated experience in delivering and overseeing large-scale, complex business and ICT-enabled transformation programs, including performance tracking, financial oversight, and benefits realisation.
4. Sound knowledge of risk management, assurance, reporting, and program-level governance and gating processes within complex delivery environments; familiarity with ITIL frameworks is advantageous.

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 environments.
3. Proven capability to build and sustain effective, diverse, and strategic partnerships, including with executive stakeholders, through collaboration, engagement, responsiveness, and influence.
4. Advanced analytical and problem-solving skills, with the ability to interpret complex information, assess interdependencies, and make sound, evidence-based decisions.
5. Demonstrated ability to adopt innovative and holistic approaches to service design and delivery, leveraging industry, technical, and business trends to improve organisational outcomes and performance. High levels of adaptability and resilience, with the ability to manage competing priorities in dynamic environments, supported 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 position is primarily based at 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 Portfolio Manager (position number P71509) 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