

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Program Delivery Lead: Traffic and Parking Enforcement Solution

Classification: Infrastructure Manager 3 (IM3)

Position number: P71659

Type: Temporary. 12 months with the possibility of extension.

Division: Chief Operating Officer

Branch: Data, Projects and Improvement

Business unit: Major Projects

Location: Hybrid – Dickson, ACT and WFH arrangements

Reports to: Executive Branch Manager, Data, Projects and Improvement (EBM DPI)

Date last reviewed: May 2026

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

The **Corporate Services Group** (the Group) supports all areas of CED to deliver connected and effective services to the ACT community. The Group is responsible for promoting good governance across all operations, safeguarding the safety, health and wellbeing of employees, and managing essential frameworks for people, finance, ICT, legal and governance. In addition, it drives continuous process improvements and provides vital support to our ministers, enabling them to deliver on strategic priorities.

These responsibilities are carried out through two divisions within the Group: the **Chief Operating Officer (COO) Division** oversees operational efficiency and service delivery; and the **Strategic Finance Division** manages financial planning and accountability to ensure resources are allocated effectively.

The COO Division is a fast-paced work environment with direct responsibility for: communications, engagement and media; governance, ministerial and coordination; and people, safety and culture. Being part of this team allows visibility of the enabling corporate services the COO Division provides to the directorate, with a breadth of work that is diverse and interesting.

The COO Division has a positive and people-focused culture to support business areas across CED to deliver good outcomes for our community.

BUSINESS UNIT OVERVIEW

The Traffic and Parking Enforcement Solution (TAPES) is a major, multi-year reform and delivery program supporting safer roads, improved use of public space, regulatory integrity and modern, data-enabled enforcement services.

The program includes:

- Technology-enabled enforcement platforms;
- Integration with financial, infringement, regulatory and customer systems;
- Complex procurement, contractual, commercial and delivery arrangements; and
- A high level of public, political, regulatory and operational sensitivity.

The program requires strong program-level leadership, governance, coordination and delivery discipline.

POSITION PURPOSE

This position will report to the EBM DPI and provides **senior program leadership** across scope, schedule, cost, risk, benefits realisation and stakeholder management, working closely with:

- the **IM3 Commercial Assurance** role (who provides independent commercial, contractual and assurance oversight);

- delivery, technology, legal, finance, regulatory and operational partners across CED and other directorates; and
- external subject matter experts (SMEs) engaged by the ACT Government (as required).

The role operates with a high degree of autonomy and is responsible for ensuring the TAPES program delivers outcomes that are **safe, lawful, commercially sound, operationally effective and publicly defensible**. The TAPES will replace end-of-life traffic and parking enforcement assets; streamline fragmented contractual arrangements; and enable improved road safety monitoring, customer experience and reduced regulatory burden through modern, integrated systems and services.

In delivering these outcomes, the role is accountable for executing the program through to implementation, including establishing new services. The program represents a significant uplift in the Territory's enforcement capability, delivering measurable road safety benefits to the Territory over the coming years.

The role will need strong stakeholder management skills and an ability to communicate clearly and concisely with colleagues from a range of levels across a variety of Directorates, including through verbal and written communication channels.

DUTIES / RESPONSIBILITIES

1. Program Leadership and Delivery

- Lead the **end-to-end program management** of the Traffic and Parking Enforcement Solution, from initiation through delivery, transition to operations and benefits realisation.
- Establish and maintain a **coherent, integrated program plan**, incorporating multiple projects, workstreams and dependencies.
- Ensure alignment between program objectives, government priorities, operational requirements and community outcomes

2. Governance, Risk and Assurance

- Design, implement and operate **fit-for-purpose program governance arrangements**, including reporting, escalation, decision and assurance pathways.
- Maintain clear visibility of program risks, issues, assumptions and interdependencies, ensuring early intervention and effective mitigation.
- Work in close partnership with the **IM3 Commercial Assurance** role to ensure commercial, contractual and probity risks are identified, managed and transparently reported

3. Commercial, Financial and Resource Management

- Oversee program-level budgets, forecasts and expenditure, ensuring discipline, accuracy and accountability.

- Ensure procurement and delivery strategies are appropriate to risk, complexity and market conditions.
- Balance scope, schedule, cost and quality trade-offs to achieve best-value outcomes for the Territory.

4. Stakeholder and Executive Engagement

- Act as the primary program point of accountability for engagement with:
 - senior executives;
 - Ministers and central agencies;
 - partner directorates;
 - external SMEs; and
 - delivery partners and industry.
- Prepare and present **high-quality program briefings, submissions and advice** to executive leadership and governance forums.
- Manage stakeholder expectations in a high-visibility, often contested environment.

5. People Leadership and Capability

- Lead and influence multidisciplinary teams across organisational boundaries.
- Foster a culture of accountability, collaboration, safety and continuous improvement.
- Build program management capability and maturity within the team and across the organisation.

6. Data, Systems and Continuous Improvement

- Champion the use of **robust data, reporting and digital systems** to support decision-making and transparent program oversight.
- Ensure lessons learned are captured and applied to improve future regulatory and enforcement programs.

This position does involve direct supervision of staff.

SELECTION CRITERIA (CAPABILITIES)

1. Professional / Technical Skills and Knowledge

- Demonstrated senior-level experience leading complex, high-risk programs or portfolios, preferably within government or regulated environments.
- Strong understanding of public sector governance, program management, procurement, commercial and risk management frameworks.
- Demonstrated ability to integrate multiple delivery streams into a single, coherent program narrative and plan.

- Proven experience providing authoritative advice to senior executives and decision-making forums.

2. Behavioural Capabilities

- Exceptional stakeholder management and communication skills, including the ability to influence, negotiate and resolve conflict in contested environments.
- Sound judgement and resilience, with the ability to operate effectively in ambiguity and under public and political scrutiny.
- Demonstrated commitment to ACTPS values of respect, integrity, collaboration and innovation.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

Mandatory:

To meet the Infrastructure Manager / Specialist classification, the occupant must hold recognised qualifications and/or extensive experience in one or more of the following:

- Engineering
- Architecture
- Project Management (including recognised certification and/or significant equivalent experience)

A minimum of **ten years' relevant experience** in managing complex projects or programs is required.

Desirable:

- Experience delivering enforcement, regulatory or public-facing technology enabled programs;
- Experience working in or across transport, municipal or regulatory domains; and
- Experience managing high-risk procurements and commercial arrangements.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Program Delivery Lead (TAPES) 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	Occasionally
Designated workstation	Never
<i>The position in an activity based work environment</i>	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Frequently
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent paid 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	Occasionally

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	Occasionally
Exposure to potentially distressing case material	Never

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