



POSITION DESCRIPTION

Directorate: Justice and Community Safety

Position Number: P50986

Division: *Emergency Services Agency*

Classification: Senior Officer Grade B (SOGB)

Business Unit: *Emergency Management and Collaboration Branch*

Location: Fairbairn, ACT, Ngunnawal Country

Position Title: Director, ESA Intelligence

Last Reviewed: 01/09/2026

Position Requirements: WWVP

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

DIVISION/AGENCY OVERVIEW

The ACT Emergency Services Agency (ACT ESA) is responsible for emergency management and related support arrangements in the Territory. The Agency's four operational services are ACT Ambulance Service, ACT Fire and Rescue, ACT Rural Fire Service and the ACT State Emergency Service.

The Emergency Services Agency undertakes to:

- provide emergency services 24 hours per day every day of the year
- provide its services efficiently and effectively within resource allocations
- ensure that compliance activity meets legislative standards on all occasions
- use best practice in the provision of assistance for emergencies and the conduct of community education and awareness programs; and
- train and equip our people to maintain readiness and deliver emergency services to meet agreed standards and benchmarks.

Further information can be obtained on the ESA Website <http://www.esa.act.gov.au>

BUSINESS UNIT OVERVIEW

The Emergency Management & Collaboration Branch is an enabling business unit within the ACT Emergency Services Agency. The unit portfolio encompasses:

- public information and engagement;
- territory and national emergency management meeting coordination;



- planning and preparedness; emergency management;
- risk management;
- spatial and digital services; and
- management of information, communications, and technology.

The ESA Intelligence Team sits under this branch and provides for strategic and operational planning, digital services support, data analytics and specialist mapping and technical support across the four operational services of the ESA.

The team supplies and maintains the ESA Spatial Server Platform, Power Bi/SQL Server Reporting Services (SSRS) dashboards, performs data analysis and creates visualisation systems to empower self-service to the large data holdings of rich spatial information for statistical and historical data analysis.

The team also supports the aggregation of data to allow the integration of intelligence during emergencies.

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.

POSITION OVERVIEW

The Director ESA Intelligence will lead a cohesive multi-disciplinary team responsible for the design and maintenance of business intelligence, spatial and digital platforms capability.

The position also provides leadership to the ESA's Mapping and Planning Support (MAPS) volunteers, a team built to augment the ESA's operational services in times of crisis. The MAPS team provide location technology support and specialist mapping capabilities.

The role will empower the ESA's goal to develop and deliver cutting edge capability that supports business and emergency decision making.

The ESA Intelligence Team provides specialist operational and technical support as a centralised service to the ESA and its operational services, including:

- spatial modelling, mapping, and Geographic Information Systems (GIS)
- web applications
- SharePoint content
- data dashboards and data analytics.



WHAT YOU WILL DO

Under the broad direction of the Assistant Commissioner, Operations, the Director ESA Intelligence will:

1. Lead the ESA Spatial Services Team, including its 50 volunteers in providing contemporary delivery of spatial capabilities in support of Emergency Services organisations.
2. Lead the ESA Digital Services Team in the delivery and maintenance of the ESA website, bespoke applications, and content management.
3. Lead the design and implementation of the ESA's intelligence capability through the application of an intelligence hub and centralised reporting dashboard solutions.
4. Work collaboratively to ensure cross-directorate and cross-government projects led by our directorate are well supported with technical solutions to meet needs.
5. Lead the agency's data insights capability.
6. Proactively develop better ways of delivering spatial/digital capabilities, data reporting and emergency related incident information flows through investigating future technological directions while balancing the day-to-day operational demands of the position, at a workplace that fully supports professional development.
7. Responsible for the training and maintenance of the ESA's airborne and ground-based intelligence gathering systems.
8. Lead teams of both staff and volunteers to be resilient and responsive in an environment with rapidly changing and evolving priorities as part of an Incident Management Team, including out of normal working hours to support ESA's response to emergencies.
9. This position involves direct supervision of volunteers.
10. This position does involve direct supervision of three staff, and indirect supervision of up to five staff.

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 contemporary understanding of the management and application of geographic information, data reporting and digital applications in an emergency services



context.

2. High level experience in through life management and administration of spatial and data ICT systems, system architecture, project management and change process.
3. Demonstrated experience in the management of capabilities that support emergency service organisations.

Behavioural Capabilities

1. Demonstrated ability to work effectively in a complex and dynamic emergency services environment, and the ability to meet multiple deadlines and exercise initiative.
2. Demonstrated skills in building and maintaining effective relationships and collaborative partnerships, communicating with ease and influence with a range of cross-functional and multi-disciplinary stakeholders to deliver positive outcomes.
3. Demonstrated skills in managing technical teams, including volunteers, that provide centralised capability to multiple business areas of an emergency service.

Compliance Requirements/Qualifications

1. Extensive experience leading technical specialists in an emergency services organisation would be an advantage.
 2. The occupant of this position will be required to undertake part of the duties outside normal business hours and on weekends in response to emergencies as well as assist in management and coordination of volunteers.
 3. 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.
 4. 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.
 5. Driver's license C is essential.
 6. This position does not require a pre-employment medical
 7. This position does require a Working with Vulnerable People Check.
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WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director ACT ESA Intelligence Team (position number P50986) 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	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

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 overtime	Occasionally
Rostered shift work	Occasionally

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	Occasionally
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	Never



Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Never
Push/pull	Never
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	Never
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	Never
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally