



ACT
Government

Infrastructure Canberra

POSITION DESCRIPTION

Directorate: Infrastructure Canberra

Division: Delivery Housing

Branch: Public Housing Facilities
Management - Insourcing

Position Title: Assistant Director,
Government Insourcing

Position Number: P66231

Classification: Senior Officer Grade C
(SOGC)

Location: Canberra City/Flexible

Last Reviewed: September 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 as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

Infrastructure Canberra's vision is to enrich and connect our communities through sustainable and transformative infrastructure, places and spaces. At iCBR, we are the Territory's expert on capital infrastructure and our purpose is to efficiently develop, deliver and maintain infrastructure, places and spaces with our partners, for our community.

Our strategic priorities:

- Our people and our culture at our heart
- Excellence in service
- Partnering for success
- Better tools for outstanding outcomes.

We value safety, integrity, respect, excellence, innovation and collaboration and we uphold Yindymarra to respect, honour, be kind, be gentle and be careful in every aspect of our work.

Our core functions:

- Supporting the planning, and leading the procurement and deliver, of government infrastructure programs and projects in partnership with ACT Government directorates.
- Leading leasing and associated property management and maintenance services across the ACT Government property portfolio.
- Leading the development, procurement and delivery of large-scale infrastructure projects for the ACT Government.

- Coordinating and shaping the ACT Infrastructure Plan and Pipeline and developing a portfolio and program management framework to support ACT Government infrastructure initiatives.
- Providing strategic advice, expertise and assurance across the ACT Government and decision-makers, industry and key stakeholders on infrastructure policy, investment, planning, delivery and management.

DIVISION/BRANCH OVERVIEW

The Delivery-Housing Division leads the ACT Government's public housing capital works program. The division is responsible for delivering new housing infrastructure and maintaining existing assets to ensure safe, sustainable and inclusive homes for the community.

The division oversees the planning and delivery of public housing developments that support growth, renewal and accessibility objectives, while contributing to the ACT Housing Strategy's goals of increasing public housing supply and improving housing affordability.

The division is also responsible for the asset management and maintenance of the ACT public housing portfolio, including the delivery of repairs and maintenance programs that preserve asset condition, enhance tenant outcomes and maximise the long-term value of public housing assets.

In addition, the division leads the implementation of the ACT Government's public housing repairs and maintenance insourcing program, including the development of a future service delivery model and the progressive establishment of internal capability to deliver some housing maintenance services. This work supports the transition to a phased Government-led operating model that improves service delivery, strengthens accountability and delivers better outcomes for public housing tenants.

The division contributes to the ACT Government's broader infrastructure objectives by integrating housing delivery with community planning and place-based outcomes, embedding principles of sustainability, equity and liveability across all housing projects.

BUSINESS UNIT OVERVIEW

The Public Housing Facilities Management Insourcing team is responsible for the phased implementation of insourced services and the development of a new delivery model for public housing repairs and maintenance. This work supports the transition from the existing Total Facilities Management (TFM) arrangements to a model that builds internal capability, improves service delivery, and aligns with Government direction.

The business unit focuses on bringing key services online in stages, including customer service functions, maintenance delivery, workforce capability, and enabling ICT systems. At the same time, it is responsible for ensuring the new delivery model is designed, tested, and ready for operation, while maintaining continuity of outsourced services during the transition.

Through this work, the team supports the establishment of a sustainable, effective, and accountable delivery model, improving outcomes for tenants and strengthening the ACT Government's long-term capability in public housing facilities management.

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POSITION OVERVIEW

The Assistant Director, Public Housing Facilities Management Insourcing, plays a key role in supporting the delivery of a complex, multi-year transformation program to transition public housing facilities management services to an insourced delivery model.

The Assistant Director supports the delivery of a complex transformation program through the provision of program and project management, governance, reporting, research, analysis and advice. The role is responsible for coordinating and delivering key program initiatives including developing project management tools and artefacts, supporting evidence-based decision-making and ensuring effective delivery of program outcomes.

Depending on business priorities and program needs, the position may be allocated responsibility across a range of work initiatives including procurement and commercial support, contract transition activities, customer experience and contact centre design, service delivery and operational readiness, future operating model development, governance and assurance, and change and implementation activities.

The role requires strong written communication skills, sound judgement, and the ability to translate complex information into clear and practical advice for senior executives and government decision-makers. The Assistant Director operates with a high degree of initiative while working collaboratively across a diverse range of stakeholders to support successful program outcomes.

The role requires the flexibility to respond to changing program needs while maintaining alignment with government priorities, agreed timelines, budgets and service delivery outcomes.

WHAT YOU WILL DO

The primary responsibilities for this position are:

- Manage and support the planning, delivery and monitoring of program activities to achieve agreed objectives, milestones, budgets and outcomes.
- Develop, maintain and continuously improve project management methodologies, tools, schedules, plans, registers, dashboards and reporting mechanisms to support effective program delivery.
- Lead or contribute to governance, assurance, risk management, reporting and records management activities that support accountability and evidence-based decision-making.
- Support commercial, procurement, contract management and financial activities, including preparation of procurement documentation, business cases and related governance processes.

- Undertake research, environmental scanning and analysis to inform operational design and program implementation.
 - Prepare high-quality written products including briefs, submissions, ministerial and Cabinet material, business cases, governance papers, reports, presentations, correspondence and strategic advice.
 - Analyse complex issues and provide practical, evidence-based advice on program delivery, service design, procurement, governance, risk and implementation matters.
 - Establish and maintain productive working relationships with internal and external stakeholders, subject matter experts and partner directorates.
 - Monitor project risks, dependencies and issues, and develop appropriate mitigation and treatment strategies.
 - Support decision-making through the collection, analysis and presentation of performance, financial and operational information.
 - Represent the program at meetings, workshops and stakeholder forums as required.
 - Contribute to a positive team culture and model behaviours consistent with ACTPS values and workplace health and safety requirements.
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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 experience in program and/or project management, including the development and maintenance of tools and documentation to support planning, implementation, governance, risk management, monitoring, reporting and successful delivery of complex programs and projects.
2. High-level written communication skills with demonstrated experience preparing complex briefs, submissions, papers and reports.
3. Strong analytical and problem-solving skills, with the ability to research, evaluate and synthesise information from multiple sources to support decision-making.

Behavioural Capabilities

4. Demonstrated ability to exercise good judgement, initiative and work as part of a team in a dynamic and flexible environment.
5. Demonstrated ability to adapt to changing priorities and operate effectively across multiple workstreams within a complex program environment.

6. Proven ability to influence successful outcomes through collaboration, negotiation and the provision of high-quality strategic advice.
7. Demonstrated commitment to modelling ethical behaviour to deliver outcomes aligned to the ACTPS Values and to achieving consistently high service levels.

Compliance Requirements / Qualifications

- Understanding of governance, risk management and assurance principles within a government or comparable environment would be highly regarded.
- Understanding of procurement, commercial and contract management processes within the public sector would be highly regarded.
- This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of this role 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	Occasionally
STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
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	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	Occasionally
PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Never
MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never

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	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