ACT Government
Infrastructure Canberra

POSITION DESCRIPTION

Directorate: Infrastructure Canberra

Division: Delivery Housing

Branch: Public Housing Facilities Management - Insourcing

Position Title: Senior Director, Government Insourcing

Position Number: P66233, P66232

Classification: Senior Officer Grade A (SOGA)

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 Yindyamarra 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.

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.

POSITION OVERVIEW

The Senior Director, Public Housing Facilities Management Insourcing, provides strategic leadership across a complex, multi-year program to transition public housing facilities management services to an insourced delivery model. Working closely with the Program Director and broader Insourcing team, the role will lead a portfolio of work spanning program and project delivery, commercial and procurement activities, governance, assurance, risk, performance and reporting.

The specific focus of the position may be allocated according to program priorities and the successful candidate's skills and experience. This may include leading commercial, procurement, legal, probity and financial matters, or leading program governance, implementation planning, assurance and delivery oversight. In either focus, the role will provide high-quality strategic advice and support coordinated, evidence-based decision-making across the program.

The Senior Director will lead multidisciplinary work, build productive relationships across government and with external stakeholders, and prepare clear advice for senior executives, governance bodies, Ministers and Government.

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:

- Provide strategic leadership and manage an allocated portfolio of work across the Public Housing Facilities Management Insourcing Program, adjusting focus in response to program priorities.
- Lead program and project planning, implementation and delivery to achieve agreed outcomes within government objectives, timelines and budgets.
- Lead commercial, procurement, financial and contract-related activities, including the management of specialist legal, probity, cost and commercial advice, as required.
- Establish and maintain effective governance, assurance, risk, performance and reporting arrangements that support oversight, accountability and evidence-based decision-making.
- Prepare high-quality strategic advice, briefs, Cabinet and ministerial submissions, reports and other decision-support material on program delivery, investment, commercial and transition matters.
- Provide strategic input to business cases, implementation strategies, operating model development, budgets and investment planning.
- Lead and support multidisciplinary teams, promoting clear accountabilities, collaborative ways of working, high performance and inclusive practice.

- Build and maintain effective relationships with senior executives, governance bodies, other ACT Government directorates, service providers, employee representatives, industry, community stakeholders and tenants.
- Identify, manage and escalate complex risks, issues and dependencies, applying sound judgement to support service continuity and successful transition.
- Lead the development and delivery of comprehensive advice to Government on the insourcing and transition of public housing facilities management services, considering industrial, financial, legal, commercial, procurement, governance and service delivery implications.

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 senior-level experience in government project management and/or the delivery of infrastructure programs, including contract management and procurement.
2. Strong strategic, analytical and problem-solving capability, including the ability to interpret complex information, manage competing priorities and provide sound, evidence-based advice in demanding environments.
3. Demonstrated ability to lead program and project planning, implementation and delivery to achieve government priorities and commitments.
4. Highly developed communication and stakeholder engagement skills, with the ability to influence outcomes, build productive relationships across government and with external stakeholders, and provide clear, persuasive written and verbal advice to senior executives, Ministers, Government and governance bodies.

Behavioural Capabilities

5. Demonstrated strategic leadership, sound judgement and personal accountability, with the ability to lead through change, manage risk and support high performance in a multidisciplinary environment.
6. Demonstrated commitment to the ACTPS Values and Signature Behaviours and to fostering a respectful, inclusive, ethical and outcomes-focused workplace.

Compliance Requirements / Qualifications

- Tertiary qualifications in public administration or related subject and/or comparable professional experience is highly desirable.

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	Never