ACT Government
Health and Community Services

POSITION DESCRIPTION

Directorate: Health and Community Services

Division: Chief Operating Officer

Business Unit: Infrastructure Client Services

Position Title: Assistant Director, Infrastructure Client Services

Position Number: P36245

Classification: Senior Officer Grade C (SOGC)

Location: Various Locations

Last Reviewed: September 2026

DIRECTORATE OVERVIEW

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

DIVISION OVERVIEW

The Division of the Chief Operating Officer is responsible for the provision of advice and support services to the Health and Community Services Directorate, Senior Executive and the Ministers Office. On a day-to-day basis, the Division is responsible for Government, Ministerial and Assembly Business, Human Resources, Communications and Engagement, and Business Transformation & Systems.

BUSINESS UNIT OVERVIEW

Infrastructure Client Services (ICS) delivers strategic and operational property, facilities, asset, fleet and accommodation management services across HCSD. The team is responsible for ensuring HCSD workplaces and community facilities are safe, compliant, functional and fit-for-purpose to support service delivery across the Directorate.

The team facilitates works and provides advice across strategic asset management, facilities maintenance, accommodation planning, leasing and licensing, contractor and contract management, fleet coordination, minor infrastructure projects and operational support services. Working closely with internal business

areas, government agencies, community organisations and service providers, ICS enables contemporary workplace solutions and supports the effective stewardship of HCSD assets.

ICS is committed to delivering customer-focused services, fostering strong stakeholder relationships and driving continuous improvement through innovation, data-informed decision making and best-practice asset and facilities management.

POSITION OVERVIEW

The Assistant Director, Infrastructure Client Services (ICS) is a senior leadership role responsible for overseeing HCSD's diverse property folio and the delivery of the team's operational and asset related services. The position bridges strategic planning and operational delivery, ensuring that workplaces and community facilities are safe, compliant, sustainable, and fit for purpose.

A key focus is building strong relationships with internal business areas, ACT Government agencies, contractors, and community stakeholders to deliver customer-focused outcomes and support organisational priorities. The Assistant Director is also responsible for leading and developing staff, driving continuous improvement, managing competing priorities, and promoting a high-performance culture aligned with ACTPS Values.

The successful candidate will be an experienced leader with strong expertise in asset and facilities management, accommodation planning, stakeholder engagement, sustainability initiatives, and operational service delivery, with the ability to translate strategic objectives into practical and effective outcomes.

WHAT YOU WILL DO

Under limited direction, the Assistant Director Infrastructure Client Services will:

- Lead and manage the performance and development of staff, including the unit's day to day activities.
- Manage the Directorate's asset control and management, operational and facilities functions, including development and implementation of the Asset Management Strategy, capital works, minor new works, repairs and maintenance, planning, development, procurement and disposal programs.
- Exercise sound project management skills within building improvements and physical security system management, Liaise and negotiate at senior levels in the Directorate, other government agencies and community organisations.
- Manage the preparation of complex and/or sensitive correspondence, submissions, and reports.
- Work in accordance with, and uphold the ACT Government Respect, Equity and Diversity Framework and the Directorate's Work Health and Safety System.

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. Proven high level conceptual, organisational and analytical skills, including the ability to think strategically, make sound judgements and produce high level strategic advice and written material of a high standard.

2. Demonstrated coordination and management skills including an understanding of issues associated with accommodation, facilities, security and a demonstrated commitment to customer service.

3. Strong relationships management skills with internally and externally with staff, managers, contractors, and other ACT Government agencies to deliver outcomes.

4. Sound people management skills, including the ability to lead develop and provide feedback to staff, demonstrating effective written and verbal communication, interpersonal and networking skills.

5. Implement the ACT Governments sustainability objectives such as the Carbon Neutral ACT Government Framework within the Directorate, which underpins the Climate Change and Greenhouse Gas Reduction Act 2010.

Behavioural Capabilities

6. Demonstrated ability to lead the development and implementation of systems, processes for building management services.

7. Demonstrated ability to effectively utilise resources and to manage your own, and your reporting lines workload within time constraints and against conflicting priorities.

8. Demonstrated achievement in modelling ethical behaviour and driving team commitment to deliver outcomes aligned to the ACTPS Values and Signature Behaviours and Government priorities, and to achieving consistently high service standards.

Compliance Requirements / Qualifications

- Prior to commencement, the successful candidate will be required to undergo a National Police Check.

- Current Class C Driver Licence is essential.

- Qualifications or experience in asset management, facilities management, property or infrastructure-related disciplines are highly desirable.

- This position does require a Working with Vulnerable People registration.

WORK ENVIRONMENT DECRIPTION

The following work environment description outlines the inherent requirements of the role of 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	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation – most site locations have designated desks or allocated working areas	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Frequently
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)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Occasionally
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	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Never

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	Never
Low lighting	Occasionally
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 – Suitable work boots for site visits	Occasionally