



POSITION DESCRIPTION

Directorate: Justice and Community Safety

Position Number: PN62743

Division: ACT Emergency Services Agency

Classification: Senior Officer Grade A (SOGA)

Business Unit: ACT Ambulance Service

Location: Fairbairn, Ngunnawal Country

Position Title: Senior Director, Workforce and Business Strategy

Last Reviewed: 30/09/2026

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 OVERVIEW

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

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 ACT Ambulance Service (ACTAS) provides emergency and non-emergency ambulance services to the ACT community, ensuring expert clinical care across a broad range of pre-hospital settings. ACTAS delivers emergency medical response, manages triple-zero (000) calls, coordinates non-urgent patient transport, and provides aeromedical retrieval. ACTAS prioritises community safety through professional standards, training and continual improvement.

As part of the ACT Public Service (ACTPS), ACTAS is guided by the ACTPS values of respect, integrity, collaboration and innovation, with all employees expected to demonstrate the signature behaviours that create a safe, inclusive and high-performing workplace.

Further information is available at <https://esa.act.gov.au/ambulance>



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, and the additional values of Emergency Services Agency as prescribed for this Directorate, as well demonstrate the related signature behaviours.

POSITION OVERVIEW

The Senior Director, Workforce and Business Strategy leads a highly performing small team that delivers strategic and corporate support to the ACTASACTAS.

Under broad direction of the Chief Officer ACTAS, the Senior Director, Workforce and Business Strategy is responsible for ambulance workforce planning functions. This includes maintaining workforce planning principles, frameworks and governance.

The Senior Director Workforce and Business Strategy is a central coordination point for ACTAS business activities, including:

- Strategic planning
- Finance and Procurement
- Corporate governance and,
- Workforce planning

As a member of the ACTAS Senior Leadership team, the Senior Director, Workforce and Business Strategy works closely with a broad range of internal and external stakeholders, representing the Service across a diverse range of forums. The role promotes a positive profile of the Service through strong, effective working relationships.

The Senior Director, Workforce and Business Strategy will contribute to a culture of quality and safety through the delivery of a consistent, person-centred service that is driven by evidence and innovation to improve and support healthcare outcomes.

WHAT YOU WILL DO

Under broad direction from the Chief Officer ACTAS, the Senior Director, Workforce and Business Strategy will:

1. Provide leadership, advice and mentorship to a small and collaborative team that delivers workforce planning and provides oversight and governance to the business functions of ACTAS.
2. Provide authoritative advice to the Chief Officer and Senior Leadership Team on workforce and business strategy, and organisational capability matters to inform strategic decision-making.
3. Drive collaboration through effective working relationships with senior executives,



leadership cohorts and external stakeholders.

4. Work with the Senior Leadership team to develop, implement and continuously improve corporate governance processes and frameworks that support consistent and collaborative outcomes.
5. Lead and influence service effectiveness by providing clear direction and support to individuals and teams, fostering a cooperative work environment, and ensure delivery of business unit strategic objectives.
6. Persuade and influence opinion and prepare high level/sensitive written materials.
7. Provide oversight to ACTAS financial governance in conjunction with managers who carry financial delegation.
8. Perform any other duties as required and directed by the Chief Officer, within competency and skill level.

This position does involve direct supervision of 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. Excellent written and oral communication skills and demonstrated experience in the development of high-quality documentation, including communication artefacts, reports, briefs, and plans.
2. High level organisational skills with a proven record for managing competing priorities and delivering quality outcomes on time.
3. Demonstrated leadership and managerial skills, including the ability to support teams working in fast paced environments and manage highly sensitive and complex issues with sound judgement.

Behavioural Capabilities

1. Demonstrated ability to establish and maintain positive and effective relationships with a diverse range of stakeholders through collaboration, engagement, and influence.
2. Established ability to deliver outcomes by taking initiative, managing resources, and identifying interdependencies, both independently and by leading a team
3. Demonstrated commitment to work, health and safety (WHS) and behaviour consistent with the ACTAS Leadership framework [LEADERSHIP-FRAMEWORK-complete.pdf \(act.gov.au\)](#).



Compliance Requirements/Qualifications

1. Qualifications or demonstrated experience in corporate functions such as human resources, finance, procurement or project management are highly desirable.
2. Driver's license is essential.
3. This position does not require a Working with Vulnerable People Registration.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Director, Workforce and Business Strategy (position number PN62743) 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	Never
Designated workstation	Frequently

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	Never
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	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
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	Occasionally

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