CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Assistant Director Business and Commercial Development

Classification: Senior Officer Grade C

Position number: P52659

Division: Transport Canberra and Business Services

Business unit: Capital Linen Service

Position Status/Hours: Permanent 36.75/pw

Location: Mitchell, ACT

Reports to: Director Business Management

Date last reviewed:18/08/2025

Position requirements:

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

Transport Canberra and Business Division

Transport Canberra & Business Services (TCBS) delivers essential services Canberrans rely on each day including integrated public transport and public libraries as well as providing administrative oversight to the ACT Public Cemeteries Authority. It is also responsible for Domestic Animal Services, and commercial operations including Yarralumla Nursery, ACT Public Cemeteries and Capital Linen.

Transport Canberra (TC) is responsible for the management of Canberra's integrated public transport network, including a bus fleet of around 450 buses. TC also oversees the contract management of Light Rail under a public-private partnership between Canberra Metro and the ACT government. TC currently employs over 1,000 employees and develops public transport policy and delivers a range of services to support the successful delivery of public transport services including bus scheduling, purchasing of bus assets and the delivery of an integrated public transport ticketing system.

BUSINESS UNIT OVERVIEW

Capital Linen Service (CLS) operates as a commercial business unit within the ACT Government's Transport Canberra and City Services Directorate.

We have extensive experience and knowledge of the linen hire and laundry services industry and have been delivering linen services and operating an industrial factory across the Canberra region since 1978, servicing more than 120 clients in Canberra and its surrounds.

Our people are our biggest asset and are what make us a great place to work! We take pride in our commitment to deliver the highest standards of quality and reliability and enjoy a healthy team culture.

You can find out more about us by checking out our website

POSITION PURPOSE

The Assistant Director Business & Commercial Development is a member of the leadership team of Capital Linen Service (CLS) reporting to the Director Business Management and drives customer-focused business development and service excellence within CLS, contributing directly to the organisation's strategic and operational success.

The Assistant Director Business & Commercial Development leads a small collaborative team to identify new business opportunities, develop and implement customer relationship and sales strategies, and manage a portfolio exceeding $20 million annually. This critical role focuses on fostering a customer-centric culture, enhancing satisfaction and retention, and ensuring responsive service delivery through close collaboration with operations and key stakeholders.

The role also oversees contract management, risk mitigation, marketing, and data analysis, while leading a small team of customer service representatives across major public and private hospital accounts.

As a senior leader within CLS, this role requires a person who can inspire, energise and positively influence team and individual outcomes. The role is responsible for supervising, managing and motivating a team and providing appropriate support and guidance. Effective employee engagement skills are a key enabler in the performance of this role as is a values-based leadership style.

This position requires a leader with a strong, considered and engaging people focus to successfully deliver and drive a culture of respect and a desire to achieve customer service excellence. The ideal candidate will possess an innate ability to draw on the right skills in a contextually and environmentally appropriate manner, align team performance and develop capacity to achieve organisational objectives. Model commitment to continual learning, encourage ongoing development and engaging the right people to the right roles.

DUTIES / RESPONSIBILITIES

As Assistant Director Business & Commercial Development you will:

- Develop and implement strategic customer relationship and sales initiatives that align with CLS's broader organisational objectives, ensuring a strong focus on customer satisfaction, retention, and long-term value creation.
- Manage a diverse portfolio of commercial accounts valued at over $20 million annually, overseeing contract performance, customer engagement, dispute resolution, and risk mitigation while ensuring compliance with service level agreements and key performance indicators.
- Identify and pursue new business opportunities by:
    - conducting market and customer analysis,
    - preparing detailed business cases and tailored proposals, and
    - responding to complex tenders to support sustainable growth and innovation.
- Collaborate closely with laundry operations and internal stakeholders to ensure seamless, end-to-end service delivery that meets current and future customer needs, including input into business development and operational planning.
- Represent CLS at industry and customer events, lead the development of marketing strategies and communication materials, and maintain a visible and proactive presence with customers through regular site visits and engagement activities.

- Lead, support and develop a small team of customer service representatives, including those embedded in major public and private hospitals, fostering a high-performance culture grounded in respect, accountability, and continuous improvement.

SELECTION CRITERIA (CAPABILITIES)

Note: Please address the Professional/Technical/Behavioural skills when applying for this role.

Professional / Technical Skills

- Demonstrated experience in developing and implementing strategic customer relationship and sales initiatives that support organisational objectives, with a proven ability to enhance customer satisfaction, retention, and long-term value.
- Demonstrated achievement in acquiring new and retaining existing customers and demonstrated ability to prepare tender documentation.
- Strong commercial account management, service delivery and contract preparation and management skills which align with business development and operational planning.

Behavioural Skills

- Demonstrated ability to effectively engage and collaborate with stakeholders and manage relationships and expectations, including the capability to problem solve, promote a positive workplace culture of care, kindness and respect whilst meeting the outcomes of a highly operational workforce.
- Strong leadership in high quality customer and stakeholder focused services, with experience representing an organisation at industry events, leading marketing initiatives, and maintaining proactive customer relationships through site visits and tailored communications.
- Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- A tertiary qualification or extensive relevant experience in a business-related discipline is highly desirable.
- Experience in a commercial or operational business is highly desirable.
- Australian Driver's licence (C class) mandatory.
- May require occasional work out of hours.
- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.
- This position does not require a Working with Vulnerable People Check.

ACT Government

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director Business and Commercial Development (position number P52659) and indicates how frequently each of these requirements would be performed. Please note that CED 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	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 paid 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	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally

Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	**FREQUENCY**
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	**FREQUENCY**
Working at heights	Occasionally
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	Occasionally
Exposure to potentially distressing case material	Never

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