ACT Government
Chief Minister, Treasury and Economic Development

POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Division: Strategic Policy and Finance

Business Unit: Shared Services Finance

Position Title: Director, Debt Management

Position Number: P72517

Classification: Senior Officer Grade B

Location: Winyu House, Gungahlin / Activity Based Working.

Last Reviewed: November 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 demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the ACT Public (ACTPS), providing strategic advice and support to the Chief Minister, the Treasurer, other Ministers and the Cabinet on policy, financial and economic matters, service delivery, whole of government issues and intergovernmental relations.

As a central agency, the Directorate facilitates the implementation of government priorities, drives initiatives as well as leads the strategic direction for the ACTPS, to ensure that it is well positioned to perform its role.

Treasury, within CMTEDD, is responsible for providing advice to the Government and ACT agencies on budget and financial management, economic and revenue policies, infrastructure finance, federal financial relations, accounting policy and insurance for Territory risks.

Treasury is also responsible for collecting and managing taxation revenue, managing the Government's financial assets and liabilities, managing whole of government procurements, and broader procurement advice through Procurement ACT, and managing ACT Shared Services Finances issues including accounts payable and receivable and whole of government banking.

CMTEDD TREASURY - OVERVIEW

Strategy Policy and Finance within Treasury is made up of 3 sub-groups, namely:

- **Shared Services Finance (SSF)** is responsible for providing essential services to ACT Government, directorates and Territory Authorities. including financial accounting and reporting, accounts payable, accounts receivable, taxation, debt management, salary packaging and banking services.
- **Investments and Borrowings (IB)** is responsible for the management of the ACT's assets and liabilities including superannuation liabilities and investments.

- **The ACT Insurance Authority (ACTIA)** is a statutory, providing insurance, claims and risk management services for ACT government. The authority also administers the office of the Nominal Defendant of the ACT, for default claim under the ACT Motor Accident Injury Scheme and the Default Insurance Fund, for default calms under the ACT private Workers' Compensation Scheme.

POSITION OVERVIEW

The Director, Debt Management, within Shared Services Finance, is responsible for providing strategic leadership and direction across key areas of focus across the Branch:

- The Director, Debt Management, provides strategic leadership of the ACT Government's debt management and recovery functions within Shared Services Finance. The role is responsible for developing and maintaining a contemporary debt management framework, overseeing debt recovery service delivery arrangements, managing key commercial and contractual partnerships, and driving continuous improvement initiatives that enhance financial sustainability, internal and external customer outcomes and compliance across the Territory.
- The Director leads the development of whole-of-government debt management strategies, ensuring practices align with legislative requirements, governance obligations and government priorities. The role works collaboratively with directorates, executives and external stakeholders to maximise debt recovery outcomes while maintaining a customer-centric and ethically responsible approach.
- As a senior leader, the Director is responsible for fostering a high-performing team culture, building workforce capability and driving strategic change initiatives that improve operational effectiveness and service delivery.

WHAT YOU WILL DO

1. Lead the strategic direction, governance and continuous improvement of the Territory's complex debt management and recovery arrangements, ensuring alignment with Government priorities, legislative requirements and contemporary best practice debt management principles.
2. Oversee and manage the Territory's ongoing contractual and commercial debt recovery arrangements, including the relationship with external service providers, ensuring effective procurement, vendor performance management, compliance, accountability and value-for-money outcomes.
3. Develop, implement and maintain a contemporary whole-of-government debt management framework, including policies and procedures, that supports effective revenue recovery, customer-centred service delivery, financial sustainability and ethical debt collection practices.
4. Lead the assessment, design and onboarding of additional debt recovery services and arrangements across ACT Government directorates, ensuring effective governance, stakeholder engagement, risk management and seamless integration into existing service delivery models.

5. Drive the strategic delivery of debt management, automation, digital transformation and business improvement initiatives that improve operational efficiency, strengthen internal controls, enhance customer experience and deliver measurable business outcomes.
6. Monitor, analyse and report on debt portfolio performance, recovery trends, operational risks and service delivery outcomes, using data analytics and performance intelligence to inform decision making and identify further opportunities for continuous improvement.
7. Establish and maintain effective governance, assurance and reporting frameworks to ensure debt management activities comply with relevant legislation, regulatory requirements, Government policies and contractual obligations.
8. Lead, manage and develop supervisors and team members. Ensure a high-performing team through effective workforce planning, performance management, capability development, coaching and mentoring, creating an inclusive culture that promotes wellbeing, collaboration and professional growth.
9. Represent Shared Services Finance at executive forums, governance committees and interagency meetings, providing expert advice and contributing to the development of strategic papers, briefings, submissions, ministerial correspondence and reports on complex issues.

QUALIFICATIONS/ELIGIBILITY/REQUIREMENTS

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated high-level expertise leading debt management, revenue recovery, or financial operations within a complex public or private sector environment, with a strong focus on strategic outcomes, service delivery excellence and team and organisational performance.
2. Highly developed understanding of the legislative, regulatory and policy frameworks relevant to debt management and recovery activities and the ability to manage, develop, implement and continuously improve these.
3. Strong experience leading organisational change, business transformation and continuous improvement initiatives, including the implementation of automation, digital solutions and process redesign to improve operational efficiency, compliance and customer experience.
4. Demonstrated capability in identifying, assessing and managing risks, and implementing effective governance and assurance frameworks to support business objectives.
5. Demonstrated team leadership experience, with the ability to manage and build high-performing teams, foster a culture of accountability and support organisational success.
6. Highly developed understanding of customer vulnerability, hardship assessment frameworks and fair, reasonable and ethical approaches to debt recovery, balancing recovery outcomes with customer circumstances and government obligations.

Behavioural Capabilities

1. Demonstrates strategic leadership by setting clear direction, establishing priorities and driving the successful delivery of organisational objectives.
2. Applies strategic, systems and analytical thinking to understand complex issues, identify emerging risks and opportunities, and develop evidence-based solutions.
3. Leads organisational change initiatives with confidence and resilience, supporting staff through periods of transformation while maintaining engagement and performance.
4. Develops and sustains credible, productive and influential relationships with senior executives, government agencies, external service providers and other key stakeholders.
5. Actively identifies opportunities to improve systems, processes and service delivery through innovation, digital transformation and continuous improvement initiatives.

Compliance Requirements / Qualifications

1. Recent relevant experience in managing a debt management or recovery function in either a complex government or private enterprise context is highly desirable for this role.
2. An ACT Government CMTEDD Baseline clearance is required for this position.
3. This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTIONS

The following work environment description outlines the inherent requirements of the role of Director, Debt Management (position number P72517) 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	Never
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 overtime	Occasionally
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	Never

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	Occasionally

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

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	Occasionally
Exposure to potentially distressing case material	Never

OTHER	**FREQUENCY**
Uniform required	Never
Personal Protective Equipment (PPE) required	Never