CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Director, Escalation, Intervention and Improvement

Classification: SOGB

Position number: P72670

Division: Statutory Planning

Business unit: Development Solutions

Location: Dickson

Reports to: Senior Director, Performance and Improvement

Date last reviewed: 14 October 2026

Position requirements: *Nil*

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

The Statutory Planning Division is responsible for facilitating development outcomes across the ACT by assessing and determining development applications, administering environmental impact assessment processes, administering the ACT leasehold system, providing advice to the

community and industry on development matters, and assisting the ACT Civil and Administrative Appeals Tribunal in its review of decisions and providing advice to the community and industry on development matters.

BRANCH OVERVIEW

The Development Solutions Branch has been designed around three key objectives.

First, creating a stronger and more effective front door for customers and stakeholders. Second, improving visibility and management of work moving through the planning system. Third, establishing dedicated capability focused on performance improvement and service enhancement.

The Branch has three teams:

- Pipeline and Front door;
- Performance and Improvement, and
- Deed Management.

Development Solutions is separate from the Territory Planning Authority (TPA). Development Solutions focuses on helping developers understand approval processes and access advice from the ACT Government, providing advice to the community and industry on development matters and providing the TPA with assistance in its core roles.

POSITION PURPOSE

The Director, Escalation, Intervention and Improvement will work under broad direction of the Senior Director, and in collaboration with other senior leaders across the Branch, to develop a program of performance and improvement initiatives which relate to the Branch's objectives for:

- Establishing a front door for the planning system
- Driving engagement with internal and external stakeholders to achieve more efficient and effective planning outcomes, and
- Developing an escalaction and intervention process,
- Developing processes and systems for resolving conflicting advice and issues, and
- Developing and managing appropriate governance structures and processes, particularly for review and assessment of planning system performance.

The Director, Escalation, Intervention and Improvement, provides leadership and direction for the design, implementation and ongoing operation of the Development Solutions escalation and intervention processes and improvement program.

The position is accountable for driving the identification and implementation of improvement initiatives, monitoring system effectiveness, providing strategic advice and establishing governance arrangements that support planning system outcomes.

The Director exercises a high degree of independence, judgement and influence in managing complex issues and achieving outcomes across government and stakeholder groups.

DUTIES / RESPONSIBILITIES

Under the direction of the Senior Director, the Director Escalation, Intervention and Improvement will:

1. Lead and oversee the development, implementation, operation and continuous improvement of the Development Solutions escalation and intervention processes and improvement program.
2. Establish and maintain performance measurement, reporting and evaluation arrangements that support planning-system-wide accountability, transparency and continuous improvement.
3. Provide evidence-based strategic advice to senior executives on planning system performance, risks, trends, opportunities and emerging issues.
4. Lead complex stakeholder engagement activities and represent Development Solutions in discussions with government agencies, industry representatives and other key stakeholders.
5. Direct governance arrangements relating to system performance, escalation pathways, intervention mechanisms and continuous improvement processes.
6. Lead, develop and manage staff and resources to ensure effective delivery of business objectives and agreed outcomes.
7. Work collaboratively with senior leaders across the Directorate to drive organisational improvement, reform initiatives and planning system transformation.
8. Undertake other duties appropriate to the classification level to support the operations of the Branch.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Demonstrated experience leading a significant program, function or work area, including accountability for outcomes, governance, stakeholder management and continuous improvement.
2. Demonstrated ability to provide evidence-based strategic advice and leadership on complex and sensitive issues.

3. Demonstrated understanding of strategic governance, performance reporting and organisational improvement frameworks and the ability to apply these in complex operating environments.
4. Highly developed stakeholder engagement, negotiation and communication skills, including the ability to build effective partnerships across government and industry.
5. Proven leadership capability, including the ability to manage teams, resources and competing priorities to deliver strategic outcomes.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- A working knowledge of the ACT planning system and approvals processes is highly desirable but not essential.
- 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.
- This position **does not** require a Security Clearance.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director, Escalation, Intervention and Improvement (position number P72007) 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 ***The position in an activity based work environment***	Never

ACT Government

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Never
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Occasionally
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	Occasionally
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
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	Never
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	Occasionally
Exposure to potentially distressing case material	Occasionally

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