



# POSITION DESCRIPTION

**Directorate:** Digital Canberra

**Position Number:** P16337

**Division:** Customer, Data and Technology

**Classification:** Senior Officer Grade B (SOG B)

**Business Unit:** Initiative Delivery

**Location:** Hybrid working arrangements  
(Gungahlin, customer sites and home)

**Position Title:** Project Resource Fulfilment  
Manager

**Last Reviewed:** May 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

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Digital Canberra leads the ACT Government's technology, digital, data, and cyber security services. We strive to improve the lives of Canberrans through delivering and supporting digital government services that are easy to access, save time, and are safe to use. We achieve this while also looking to the future – making technology investment decisions that will transform Canberra into a genuinely connected city.

Digital Canberra leads the implementation of the [ACT Digital Strategy](#) and [ACT Digital Health Strategy](#), manages ICT infrastructure for our hospitals, schools, and public service, and represents the ACT at national digital, data, and cyber security forums.

Digital Canberra has a diverse workforce across many functions and sites. We have an inclusive culture and we ensure our people are respected, valued, and involved.

## DIVISION OVERVIEW

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The Customer, Data and Technology Group is responsible for managing and maintaining the ACT Government's business systems and digital government services and ensuring they are easy, efficient, and safe for ACT public servants and the ACT community to use.

The group has a wide range of responsibilities that include managing the ACT Government's Information Communications Technology (ICT) infrastructure, front line ICT service support, ICT project delivery, cyber security, strategic asset management, digital records, and data and artificial intelligence (AI) operations and policies.

The group has a wide range of strategy, policy and operational responsibilities across ACT Government including:

- management of Information Communications Technology services,
- service integration and management
- program and project management
- cyber, risk and governance
- strategic asset management
- data and artificial intelligence (AI) including digital records.

## **BUSINESS UNIT OVERVIEW**

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### **Initiative Delivery**

The Initiative Delivery business area reports directly to the Executive Group Manager, Customer, Data and Technology and manages Digital Canberra's ICT project delivery, working collaboratively with ACT Government directorates. Our business area comprises teams across ICT Applications, ICT Infrastructure, Education Initiative Delivery, and Canberra Institute of Technology (CIT) Projects. Under the P3M Governance Framework and using best practice project management principles, we ensure the ACT Government's ICT projects are delivered in line with customer expectations.

## **POSITION OVERVIEW**

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The Senior Project Resource Fulfilment Manager is responsible for the day-to-day coordination of ICT technical and project management resources across project delivery activities. This role ensures workloads are sustainable, transparent, and aligned with agreed priorities. This is achieved through the ongoing monitoring and reporting of project work, including financial costing and analysis of project activities. The Manager works closely with stakeholders to agree on priorities and assign project tasks to technical teams throughout the end-to-end project lifecycle.

The role collaborates with Subject Matter Expert (SME) team leads and Strategic Business Project and Program Managers/Project Managers and works closely with technical and Operations teams to ensure priorities are aligned across both project and Business-as-Usual (BAU) work. The role also provides resource fulfilment forecasts based on major program and project resource requests, ensuring forward visibility of demand and capacity. In addition, the Manager is responsible for onboarding and training Project Managers to follow established processes for resource forecasting and planning.

As part of the ACT Public Service (ACTPS), this role offers access to flexible working arrangements, including hybrid work options. The position is primarily based at the Gungahlin office (Winyu House), with a minimum requirement of two days per week onsite. ACTPS employees also have access to FlexiSpace office locations across Canberra, supporting flexibility and collaboration.

## **WHAT YOU WILL DO**

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1. Facilitate the delivery of project work using Information Technology Infrastructure Library (ITIL) methodologies. This includes assigning work based on required skills, current workloads, and agreed priorities, and managing the resolution of delivery issues through effective liaison with DCBR team leaders, senior executives, and project managers.

2. Manage and monitor project activities across the CDT (Customer, Data and Technology) Group, providing timely and accurate reporting to the DCBR Responsible Executive Group Manager (EGM) and Executive Branch Manager (EBM) on delivery status, risks, issues, and outcomes.
3. Oversee financial management for project activities, including monitoring, analysing, and reporting on costs, expenditure, and resource utilisation to support forecasting, funding accountability, and informed executive decision-making.
4. Ensure new project requirements and outcomes are effectively planned and delivered through proactive engagement and ongoing collaboration with Program and Project Managers, aligning expectations, priorities, and resource availability.
5. Establish, document, and maintain standardised resourcing governance, including transparent resource request and engagement processes, as well as standard operating procedures (SOPs) for Technology Services Branch resource management.
6. Act as the central intake and triage point for resource requests from projects and programs by implementing and operating a “single front door” engagement model for requests requiring technical team involvement. This includes ensuring clear ownership, prioritisation, and escalation pathways to reduce ad hoc tasking and minimise context switching.
7. Develop and maintain branch-wide workforce planning artefacts, and document processes and standard operating procedures (SOPs) for the role. This includes a rolling 6–12 week capacity plan and a skills matrix mapped to disciplines and key platforms, supporting objective allocation of work, identification of constraints, and mitigation of capability risks.
8. Proactively identify and escalate current and future resource over-allocation and associated risks at the earliest opportunity.
9. Manage cross-team dependencies, resource contention, and assurance activities. Facilitate planning and trade-off discussions, provide regular resourcing and financial dashboards to the Branch Executive, and strengthen auditability through consistent documentation of decisions, approvals, and cost attribution.
10. Manage or assist recruitment activities for the team.

## WHAT YOU REQUIRE

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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 experience in IT service delivery or resource management roles, coordinating project activities across multiple teams and technical disciplines within complex ICT environments.
2. Strong understanding of ITIL-aligned service delivery principles, with the ability to apply structured approaches to prioritisation, workload allocation, and issue resolution.
3. Proven ability to manage competing priorities and resource constraints, effectively balancing project delivery commitments, operational risks, and stakeholder expectations.
4. Demonstrated experience working with Program and Project Managers, including translating project requirements into deliverable work packages for technical teams and managing interdependencies.
5. Well-developed analytical and reporting capabilities, including experience producing resourcing, capacity, and financial reports to support governance and informed executive decision-making.

6. Foundational skills and knowledge of project management and service delivery platforms (such as ServiceNow and P3M), as well as reporting tools, to support effective resource planning, tracking, and performance reporting.

### **Behavioural Capabilities**

1. Strong stakeholder engagement and communication skills, with the ability to negotiate priorities, facilitate trade off discussions, and provide clear, evidence-based advice to senior leaders.
2. Ability to establish and maintain effective and diverse strategic business partnerships, including with executive stakeholders, clients and suppliers; through collaboration, engagement, responsiveness and influence.
3. Advanced conceptual analytical skills, particularly the ability to understand how issues integrate and to make rational judgements from available information.
4. Adaptability to changing circumstances and multiple priorities and demands, and resilience while managing a constantly changing, complex and diverse environment.

### **Compliance Requirements / Qualifications**

1. Tertiary level qualifications and/or certification in Project Management and Program Management are highly desirable. These include one or more of: Diploma of Project Management, PRINCE2 Practitioner, PRINCE2 Agile Practitioner, Agile Project Management (AgilePM) Practitioner, Certified ScrumMaster, Management of Successful Programmes (MSP) Foundation.
2. As part of the ACT Public Service (ACTPS), this role offers access to flexible working arrangements, including hybrid work options. The position is primarily based at the Gungahlin office (Winyu House), with a minimum requirement of two days per week onsite. ACTPS employees also have access to FlexiSpace office locations across Canberra, supporting flexibility and collaboration.

## WORK ENVIRONMENT DESCRIPTION

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The following work environment description outlines the inherent requirements of the role of Senior Project Manager (position number P16337) and indicates how frequently each of these requirements would be performed. Please note that the ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

<b>ADMINISTRATIVE</b>	<b>FREQUENCY</b>
Telephone use	Occasionally
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	Never
<b>STANDARD HOURS</b>	<b>FREQUENCY</b>
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 (ADOs)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never
<b>SOCIAL DEMANDS</b>	<b>FREQUENCY</b>
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
<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never
<b>MANUAL HANDLING</b>	<b>FREQUENCY</b>
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never
<b>TRAVEL</b>	<b>FREQUENCY</b>
Frequent travel – multiple work sites	Occasionally

Frequent travel – driving	Occasionally
Frequent travel – interstate	Never
<b>SPECIFIC HAZARDS</b>	<b>FREQUENCY</b>
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
<b>OTHER</b>	<b>FREQUENCY</b>
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally