

POSITION DESCRIPTION

Directorate: Infrastructure Canberra (iCBR)

Position Number: P71641

Division: Delivery Housing

Classification: Infrastructure Manager 3

Business Unit: Public Housing Facilities
Management (Insourcing)

Location: Canberra City

Position Title: Project Director, Public Housing
Facilities Management (Insourcing)

Last Reviewed: May 2026

Position Requirements: Class C Driver's Licence

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 as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

Infrastructure Canberra's vision is to enrich and connect our communities through sustainable and transformative infrastructure, places and spaces. At iCBR, we are the Territory's expert on capital infrastructure and our purpose is to efficiently develop, deliver and maintain infrastructure, places and spaces with our partners, for our community.

Our strategic priorities:

- Our people and our culture at our heart
- Excellence in service
- Partnering for success
- Better tools for outstanding outcomes.

We value safety, integrity, respect, excellence, innovation and collaboration and we uphold Yindyamarra to respect, honour, be kind, be gentle and be careful in every aspect of our work.

Our core functions:

- Supporting the planning, and leading the procurement and deliver, of government infrastructure programs and projects in partnership with ACT Government directorates.
- Leading leasing and associated property management and maintenance services across the ACT Government property portfolio.
- Leading the development, procurement and delivery of large-scale infrastructure projects for the ACT Government.

- Coordinating and shaping the ACT Infrastructure Plan and Pipeline and developing a portfolio and program management framework to support ACT Government infrastructure initiatives.

Providing strategic advice, expertise and assurance across the ACT Government and decision-makers, industry and key stakeholders on infrastructure policy, investment, planning, delivery and management.

DIVISION OVERVIEW

The Delivery - Housing Division leads the ACT Government's public housing capital works program. The division is responsible for delivering new housing infrastructure and maintaining existing assets to ensure safe, sustainable and inclusive homes for the community.

The division oversees the planning and delivery of public housing developments that support growth, renewal, and accessibility objectives, in addition to supporting the ACT Housing Strategy which leads to increasing public housing supply and improving affordability.

We are responsible for the Asset Maintenance of public housing including manage repair and maintenance programs to maintain quality and extend the life of public housing assets.

The division contributes to the ACT Government's broader infrastructure objectives by integrating housing delivery with transport corridors and community precincts embedding principles of sustainability, equity, and liveability in all housing projects.

BUSINESS UNIT OVERVIEW

The Public Housing Facilities Management (Insourcing) is responsible for the phased implementation of insourced services and the development of a new delivery model for public housing repairs and maintenance. This work supports the transition from the existing Total Facilities Management (TFM) arrangements to a model that builds internal capability, improves service delivery, and aligns with Government direction.

The business unit focuses on bringing key services online in stages, including customer service functions, maintenance delivery, workforce capability, and enabling ICT systems. At the same time, it is responsible for ensuring the new delivery model is designed, tested, and ready for operation, while maintaining continuity of outsourced services during the transition.

Through this work, the team supports the establishment of a sustainable, effective, and accountable delivery model, improving outcomes for tenants and strengthening the ACT Government's long-term capability in public housing facilities management.

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POSITION OVERVIEW

The Project Director, Public Housing Facilities Management (Insourcing), is a senior leadership role responsible for delivering a significant reform program to design and implement a contemporary, sustainable model for public housing repairs and maintenance in the ACT. The role requires deep expertise in large scale, commercial operations in facilities management and applies this to a complex public housing environment, balancing service quality, cost, risk, and tenant. outcomes.

This position reports to the Program Director, Public Housing Facilities Management (Insourcing)

Operating with a high degree of autonomy and strategic influence, the position leads large-scale service transformation across a complex portfolio of service delivery, infrastructure and ICT interfaces.

Drawing on extensive expertise, the Project Director provides end-to-end leadership across business case development, operating model design, ICT systems enablement, and transition planning, including workforce and organisational change. The position ensures strong governance, risk management and performance frameworks are embedded to support sustainable service delivery.

The role engages and influences a broad range of stakeholders across government and industry, navigating complex and contested environments to achieve outcomes. It provides high quality, evidence-based advice to senior executives and governance bodies, supporting decision making on significant service delivery reform.

This position contributes directly to Directorate strategic objectives by strengthening capability, improving tenant outcomes, and delivering a modern, efficient and accountable public housing facilities management function.

WHAT YOU WILL DO

1. Lead the planning, implementation and transition of an insourced public housing repairs and maintenance service, delivering a large-scale service reform aligned with Government priorities, tenant outcomes and fiscal sustainability.
2. Provide strategic leadership across business case development, operating model design, financial analysis and implementation planning to deliver a scalable and fit-for-purpose service delivery model.
3. Apply commercial and facilities management expertise to assess current arrangements, identify improvement opportunities, and embed performance, cost control and continuous improvement frameworks.
4. Oversee the development and integration of enabling management, customer service and ICT systems, ensuring solutions are scalable, fit-for-purpose and support end-to-end operational and performance management.
5. Lead complex stakeholder engagement and organisational change, including workforce and service transition impacts, to build alignment and deliver outcomes in a contested environment.
6. Establish and maintain effective governance, risk, assurance and performance frameworks, and provide high-quality, evidence-based advice to support executive decision-making and benefits realisation.
7. This position does include direct supervision and management 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. Extensive expertise in facilities management or complex asset-based service delivery, with the ability to design and implement operating models in large-scale, complex and high-risk environments.
2. Demonstrated experience planning or transforming service delivery models. Desirable - ideally including insourcing or major operational change and roll out within the housing sector.
3. Strong capability in business case development, financial modelling, and options analysis.
4. Demonstrated expertise in governance, risk management and ICT-enabled service delivery, with a proven ability to lead high-risk, high-impact service reform programs by exercising sound judgement, ensuring accountability, and embedding robust governance, risk and performance frameworks to drive successful large-scale transformation and system integration outcomes.

Behavioural Capabilities

5. Leads the development of a large-scale service reform by anticipating future service delivery needs, assessing complex operational and policy issues, and translating these into practical, scalable operating models and implementation pathways.
6. Builds and sustains effective relationships across government and industry to co-design solutions, influence decision-making, and navigate complex and contested issues associated with service reform and insourcing.
7. Sets clear direction and leads a high-performing team to deliver a significant reform program, building capability, fostering accountability, and driving a culture of collaboration, performance and continuous improvement across a complex and multi-stakeholder environment.

Compliance Requirements / Qualifications

1. Relevant tertiary qualifications in engineering, construction management, facilities management, project management, business, or a related discipline, or significant demonstrated experience in a similar field.
2. Extensive experience (10+ years) in infrastructure, facilities management, or large-scale service delivery programs consistent with the Infrastructure Manager/Specialist (IM3) classification requirements.
3. Demonstrated experience leading complex, high-value or high-risk projects or programs, ideally including service reform, operating model design, or large-scale organisational change.
4. A current driver's licence may be required for site visits.
5. This position does not require a pre-employment medical.

6. This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Project Director, Public Housing Facilities Management (Insourcing) (position number P71641) 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	Occasionally
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Occasionally
Standing for long periods	Never
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Choose an item.Never
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)	Never
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	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	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	Occasionally

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