

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Senior Director, Development Solutions

Business unit: Development Solutions

Location: Dickson

Classification: SOGA

Reports to: Executive Branch Manager, Development Solutions

Position number: P72007

Date last reviewed: 10 July 2026

Division: Statutory Planning

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

Development Solutions has been established to assist in achieving Government's stated building and development policies (e.g. Government housing targets and infrastructure deliverables) in an efficient and effective manner with a streamlined approach.

Development Solutions aims to streamline the ACT's development processes by creating a single 'front door'; encouraging prompt and coordinated advice and strengthening the interface with referral entities; promoting the use of concurrent processes; and tracking, analysing and reporting on the development lifecycle.

The Branch includes the following services:

- Land and Planning Services: This team manages the lodgement and processing of development applications including lodgement and public notification.
- DA Gateway: This team checks that development applications are complete when they are lodged, offers pre-applicating meetings and coordinates exemption clearances, such as exemption declarations and ACT Heritage clearances.
- Customer Service & Business Improvement: This team receives and shares planning and design submissions related to creating Territory assets through land development projects.

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 Senior Director, Development Solutions will work under broad direction and with other senior leaders to achieve the objectives of City and Environment Directorate, including establishing and managing:

- a front door for the planning system
- engagement with internal and external stakeholders to achieve more efficient and effective planning outcomes, and
- an escalation and intervention process,
- processes and systems for resolving conflicting advice and issues, and
- appropriate governance structures and processes.

The Senior Director will manage a team of officers to address complex issues and identifying solutions by working innovatively and collaboratively across the Territory planning system.

The Senior Director will bring excellent analytical, written, oral and conceptual skills to ensure Development Solutions is set up for success. The Senior Director will shape a workplace that challenges that status quo to achieve transformational change.

The Senior Director will work under minimal supervision from the Branch Manager.

DUTIES / RESPONSIBILITIES

1. Establish and implement a communications strategy and protocol for Development Solutions, focussed on internal and external stakeholders.
2. Manage a team of people to deliver a cohesive replicable escalation and intervention pathway.
3. Establish and manage appropriate governance structures for system performance and escalation and intervention.
4. Work collaboratively across the branch, division and Directorate to achieve the outcomes and goals of Development Solutions.
5. This position involves direct supervision and development of staff.

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 managing significant and complex processes or projects including managing budget, timelines, relationships and outcomes.
2. Demonstrating sound judgement in identifying solutions in novel situations.
3. Demonstrated understanding of allocating resources and directing their effective use.
4. Commitment to service delivery, demonstrating customer and community focused service.
5. Shaping and creating workplaces where staff can challenge the status quo and achieve transformational change.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- 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 Senior Director, Development Solutions (position number **72007**) 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	Never
<i>The position in an activity based work environment</i>	

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