

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Senior Director, Organisational Capability & Change

Classification: Senior Officer Grade A

Position number: 72271

Division: Chief Operating Officer

Business unit: Organisational Capability

Location: Dickson ACT

Reports to: Executive Branch Manager, People Safety and Culture

Date last reviewed: August 2026

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.

BUSINESS UNIT OVERVIEW

The People, Safety & Culture (PSC) Branch plays a central role in supporting the City and Environment Directorate (CED) by shaping, strengthening, and sustaining a high-performing, safe, inclusive and engaged workforce. The Branch provides strategic and operational people services that underpin CED's ability to deliver connected, customer-focused services across the Territory.

PSC's remit spans the full employee lifecycle and organisational culture system, including workforce strategy, employee experience, safety, wellbeing, capability, inclusion and HR

governance. This work ensures CED has the people, capability and culture required to meet organisational priorities now and into the future.

POSITION PURPOSE

The Senior Director, Organisational Capability & Change plays a critical leadership role in strengthening workforce capability, leadership effectiveness and organisational readiness across the CED. The role leads the development and delivery of contemporary organisational capability, leadership development and change initiatives that enable the directorate to respond to evolving business needs, workforce challenges and government priorities. The position is responsible for driving capability uplift across all workforce cohorts, with a particular focus on developing high-performing supervisors, managers and senior leaders. The role ensures capability solutions are practical, evidence-informed and aligned to the operational realities of CED's diverse service delivery environment.

The Senior Director leads the design and implementation of capability strategies, change interventions, workforce development programs and learning services that strengthen organisational performance, foster adaptability and support successful implementation of organisational change. Through partnering with executives and business leaders, the role contributes to building a workforce that is capable, resilient, customer-focused and equipped to deliver connected services for the Canberra community.

DUTIES / RESPONSIBILITIES

- Lead the development and implementation of organisational capability, leadership and workforce development strategies that support CED's current and future workforce needs.
- Provide strategic advice to executives and senior leaders on organisational capability, skill requirements, workforce readiness, leadership development and change management.
- Design and deliver contemporary capability and where required facilitate learning and leadership programs that support organisational performance and cultural outcomes.
- Develop and embed change management approaches that support stakeholder engagement, adoption, behavioural change and sustainable outcomes.
- Oversee learning services, technologies, governance arrangements, evaluation frameworks and capability reporting to ensure high-quality, evidence-based outcomes.
- Manage capability investment, including budgets, governance arrangements and procurements and performance of external providers ensuring efficient and sustainable capability programs.
- Use workforce data, analytics and business insights to identify capability priorities, evaluate effectiveness and drive continuous improvement.
- Lead, develop and manage a team, fostering a culture of collaboration, accountability, innovation and wellbeing.

SELECTION CRITERIA (CAPABILITIES)

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

1. Demonstrated ability to lead, motivate and develop teams while delivering strategic organisational capability, workforce development or organisational change outcomes.
2. Extensive experience designing and implementing organisational capability strategies, frameworks and programs that build workforce capability, improve organisational performance and align with strategic priorities.
3. Demonstrated expertise in developing and delivering leadership capability initiatives for supervisors, managers and senior leaders, with a focus on building leadership effectiveness and organisational performance within a diverse workforce.
4. Highly developed communication, consultation, facilitation and influencing skills, with the ability to work collaboratively with senior leaders and represent organisational interests in complex and diverse environments.
5. Demonstrated ability to use workforce insights, learning analytics and evidence-based approaches to improve capability services, workforce outcomes and organisational performance.
6. Demonstrated commitment to the ACTPS Values of Respect, Integrity, Collaboration and Innovation, and to fostering inclusive, safe and healthy workplaces.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Relevant tertiary qualifications or extensive experience in human resources, organisational development, change management methodologies or related discipline is desirable.
- Sound knowledge of learning management systems.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of position number P72271 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	Frequently

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)	Frequently
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 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	Never
Working directly with the public	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Frequently

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	Never