CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position Number: P10373

Position Title: Director – Service Centres

Division: Access Canberra

Classification: SOGB

Business Unit: Service Delivery and Engagement

Location: various

Last Reviewed: 26 October 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.

DIVISION OVERVIEW

What we do

At Access Canberra, we are all about giving people easy access to ACT Government regulatory services, payments and information while offering a great customer experience. We help community organisations, business and individuals work with the ACT Government and constantly look for new ways to better deliver services.

We work across many different regulatory and customer service areas to support the delivery of regulatory reform and red tape reduction, drive government priorities and implement new initiatives. We actively engage in a risk and harm approach to compliance across a broad range of industry sectors to build a strong economy, safe community and sustainable environment.

Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

Access Canberra is comprised of people from all backgrounds seeking to help members of the ACT community. Demonstrating our connectedness with our community through inclusion and diversity is key to our vision. We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?".

If you require extra supports to engage in the workforce due to a disability, if you are a veteran, or if you bring the life experience of a culturally and linguistically different background, we are especially welcoming of your application.

What we offer

- Interesting and fulfilling work where you can immediately see the impact you have on the Canberra community.
- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise.

THE TEAM YOU WILL WORK IN

Access Canberra is the front door to ACT Government. We strive to deliver high level customer service by planning, designing, re-engineering, delivering and coordinating customer services across online, phone, email and face to face channels.

Access Canberra Service Centres are currently located in Belconnen, Gungahlin, Tuggeranong, Woden and a specialised location at Dickson. Service Centres are committed to delivering excellent customer service to the community in person by being professional, courteous and friendly. The team takes pride in responding to enquiries and processing transactions accurately, thoroughly and promptly. Currently over 400 different transactions are facilitated through Service Centres.

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.

POSITION OVERVIEW

This position is responsible for leading the strategic management and development of services delivered through the Access Canberra Service Centres. The position will need to demonstrate leadership in delivering quality customer service in a high output environment. This complex face of government business requires significant commitment to all aspects of operational and service delivery matters.

Critical to success in the role will be strong relationship management skills, including the ability to positively influence others, strong analytical and decision-making skills, and a sound understanding of the values, behaviours, strategies, and metrics required to create exceptional customer experiences.

This position requires a high level of strategic business management skills, particularly in relation to budget accountability; communication and reporting skills of a high order; proven interpersonal and negotiation skills with the ability to develop and maintain stakeholder relations and build strong supportive teams.

WHAT YOU WILL DO

Under broad direction manage the operations of the Service Centres including the achievement of output measures and other key performance targets.

- Provide leadership and advice on the values, behaviours, strategies and metrics required to create exceptional customer experiences in Service Centres.
- Manage, oversee and direct the activities of Service Centres including:
    - Coordination of operations to ensure Access Canberra service levels and delivery expectations are met.
    - Setting and maintaining a high-quality customer service regime.
    - Maintenance and monitoring of a productivity within set parameters.
    - Development and maintenance of appropriate financial, staff training and development and operational processes that contribute to the overall efficiency of the business, and management of security and staffing.
- Manage the allocation of budgeted financial resources including maintaining staffing levels, seeking efficiencies in business processes and identifying process improvements.
- Represent Service Centres and Access Canberra service delivery in forums and project groups at branch, departmental and whole of government levels.
- Analyse and report on matters relating Service Centre Operations as requested.
- Accountability for ensuring a safe and equitable working environment, including the appropriate management of work-related injuries.

This position involves the direct supervision of staff.

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Your suitability will be assessed in three key areas:

Skills – the skills you have, based on your qualifications and previous experience, to fulfil the duties/responsibilities of the role.

Knowledge – the knowledge you have, based on your qualification and experience, that will enable you to perform the duties/responsibilities of the role to a high standard

Behaviour – how well you will fit into the team, Division, Access Canberra, and ACT Government based on the ACT Government Signature Values and Behaviours

Professional / Technical Skills and Knowledge

1. Sound understanding of the values, behaviours, strategies, and metrics required to create exceptional customer experiences, including across digital channels.
2. Experience leading and delivering customer experience improvement initiatives and driving a customer-centric culture.
3. Proven analytical and problem-solving skills, with the ability to analyse information from a variety of sources and develop recommendations and strategies to improve the customer experience.
4. Excellent written and verbal communication skills including a demonstrated ability to prepare high level correspondence such as briefs and ministerial correspondence.

Behavioural Capabilities

5. Proven ability to quickly form strong working relationships and collaborate across teams to achieve outcomes, including the ability to deliver major organisational change.
6. Demonstrated ability to consistently display commitment and leadership and high quality customer service principles, practices and attributes.
7. Ability to work under pressure and meet tight deadlines.
8. Demonstrated ability to think outside the boundaries or apparent limitations to develop solutions or more effective ways of operating.

Compliance Requirements / Qualifications

- This position does not require a Working with Vulnerable People Check.
- Educational and professional qualifications checks may be undertaken prior to employment.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director 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	Never
Designated workstation ***The position is in an activity based work environment***	Never

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	Occasionally
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	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	Occasionally
Lifting 10kg+	Never
Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
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	Never
Personal Protective Equipment (PPE) required	Occasionally