



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

# POSITION DESCRIPTION

**Directorate:** Chief Minister, Treasury and  
Economic Development

**Position Number:** P64032

**Division:** Budget, Procurement, Investments  
and Finance (BPIF)

**Classification:** Senior Officer Grade C

**Business Unit:** Shared Services Finance

**Location:** Winyu House, Gungahlin/Activity  
Based Work

**Position Title:** Assistant Director, Banking  
Initiatives (Product Engagement)

**Last Reviewed:** April 2024

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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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The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the ACT Public (ACTPS), providing strategic advice and support to the Chief Minister, the Treasurer, other Ministers and the Cabinet on policy, financial and economic matters, service delivery, whole of government issues and intergovernmental relations.

As a central agency, the Directorate facilitates the implementation of government priorities, drives initiatives as well as leads the strategic direction for the ACTPS, to ensure that it is well positioned to perform its role.

Treasury, within CMTEDD, is responsible for providing advice to the Government and ACT agencies on budget and financial management, economic and revenue policies, infrastructure finance, federal financial relations, accounting policy and insurance for Territory risks.

Treasury is also responsible for collecting and managing taxation revenue, managing the Government's financial assets and liabilities, managing whole of government procurements, and broader procurement advice through Procurement ACT, and managing ACT Shared Services Finances issues including accounts payable and receivable and whole of government banking.

## BUDGET, PROCUREMENT, INVESTMENTS AND FINANCE - OVERVIEW

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The Budget, Procurement, Investments and Finance (BPIF) within Treasury is made up of 4 sub-groups, namely:

- **The Finance and Budget Group (FABG)** is responsible for advising government and agencies on the development of the Territory's budget; providing policy and budget advice on a range

of government priorities and services; and advising on financial issues relating to agencies and the Territory, including whole of government financial reporting.

- **Procurement ACT (PACT)** is responsible for the development and implementation of whole-of-Government procurement policies. Procurement ACT also provides procurement-related services to ACT Government agencies and the community, including in relation to whole of government arrangements.
- **Investments and Borrowings (IB)** is responsible for the management of the ACT's assets and liabilities including superannuation liabilities and investments.
- **Shared Services Finance (SSF)** provides centralised whole of government finance functions primarily related to financial reporting, finance operations (accounts payable and customer experience, as well as business intelligence and banking), governance and taxation (including accounts receivable and debt management), and financial applications management.

## **BUSINESS UNIT OVERVIEW**

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Within Shared Services Finance Services, Finance Operations is a customer-focussed business area that works collaboratively with stakeholders and partners in the delivery of integrated finance service operations on behalf of the ACT Government, seeking to continually strengthen its business partnership arrangements across directorates and ACT entities. Included, are the areas of Accounts Payable and Customer Experience, Business Intelligence and Banking Initiatives (including the management of the Whole of Government Banking Services Agreement), as well as the Banking Operations functions.

The Banking Initiatives area is responsible for managing the contract and overall relationship with the Territory Banking Services Provider, setting policy framework throughout the Territory (for consuming banking services and products), managing banking governance around products and ensuring that all directorates/ACT entities receive the required banking services and products they need to support their directorate/ACT entity strategies to deliver services to the Territory.

The Banking Initiatives area is responsible for managing the day-to-day banking operations and payment processes of the Territory, liaising with the Territory Banking Services Provider regarding cards and other banking products consumed by the Territory, liaising with the Territory Banking Services Provider on any issues arising with payments, products and services, and ensuring adherence to and compliance with the bank's payment related policies.

## **POSITION OVERVIEW**

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As the Assistant Director, Banking Initiatives (Product Engagement), within Finance Operations, you will be responsible for overseeing the introduction of new, innovative banking products and services as they become available under the new Whole of Government Banking Services Agreement.

This will involve leading strategic projects to uplift the Territory's banking and payments capabilities, liaising with both internal (i.e. directorate/ACT entity) and external (i.e. banking services provider) to ensure that strategic and operational needs are aligned, as well as developing mechanisms to ensure the Territory remains updated with emerging market, industry and banking provider trends and offerings. This role may also involve supporting other initiatives within the Territory's banking domain, including supporting the overall contractual relationship between the

Territory and its banking services provider, as well as other ad hoc project and governance related issues or opportunities as they arise.

The role is to provide direction and strategic leadership in the delivery of transactional banking services for all levels of Government, as well as providing agile and high-quality customer service by collaborating with clients, key stakeholders, and external experts to develop, implement and review best practice processes within the governance frameworks of relevant ACT Public Service and commercial banking sectors.

This role will include undertaking a change management and leadership position to influence and promote the management and delivery of continuous improvement initiatives focused on the provision of Whole of Government banking services.

## **WHAT YOU WILL DO**

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The key duties and accountabilities, under limited direction, of the position include but are not limited to:

1. Lead work, in conjunction with directorates and the Territory's banking services provider, to support the implementation of new, innovative banking products and services, as they become available under the new Whole of Government Banking Services Agreement. This will involve conducting a review of existing banking products used across the Territory, as well as aligning the Territory's banking transformation roadmap to the operational needs of directorates/ACT entities more broadly, identifying any issues or opportunities.
2. Support the continual development and improvement of governance arrangements in the Territory's banking operations, as well as providing subject matter advice and guidance for related banking projects involving both current and new products and services.
3. Manage the relationship with the Business Intelligence area to support the further development of a range of automation and dashboard visualisation efforts to assist ACT entities to better understand their banking activities.
4. Provide high quality analysis and advice to the Senior Director and Director on both strategic policy issues and operational advice on the administrative, coordination, legislative and project matters within the banking domain.
5. Develop and maintain productive and influential working relationships with a range of key stakeholders. This includes clients, executives and broader governance and reporting arrangements. Representation requirements for complex matters may involve both internal ACTPS governance forums as well as external forums such as the State Treasuries Round Table Meeting, as required.
6. Provide support to both the Senior Director and the Executive Branch Manager, Finance Services at meetings with other Executives, governing bodies, forums, including the provision of advice for high level meetings, within the banking domain. This may include the preparation of briefing papers, minutes, agenda papers, or other similar correspondence.

7. This position may involve direct and indirect supervision of staff, and requires skills in stakeholder consultation, relationship and project / change management.

## **WHAT YOU REQUIRE**

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The following capabilities are required to perform the duties and responsibilities of the position.

### **Professional / Technical Skills and Knowledge**

1. Demonstrated knowledge and understanding of the strategic requirements for an area focussed on managing Government banking relations, including the relevance of appropriate legislation, regulatory and governance requirements.
2. Demonstrated high level conceptual and analytical skills, particularly the ability to understand how issues integrate and to make rational judgements from available information, taking an innovative and holistic approach to service design and delivery for improved outcomes.
3. Demonstrated knowledge and experience in procurement and contract undertakings, including an understanding of the relevance and interpretation of associated ACT legislation and guidelines.
4. Experience in change management, with a demonstrated ability to achieve goals, determine priorities and meet deadlines under limited supervision.
5. Demonstrated competency in financial processing systems, including Oracle R12, Westpac Corporate Online or similar, comparable products.

### **Behavioural Capabilities**

1. Demonstrated ability in delivering agreed business outcomes and solutions by taking initiative, high-level problem-solving skills, managing resources and setting clear project direction.
2. Demonstrated ability to work cooperatively and positively within a strong customer-focused environment and demonstrate helpful, collaborative assistance to support others across Shared Services Finance and the Territory more broadly.
3. Demonstrated ability to establish and maintain effective and diverse strategic business partnerships, including both internal and external stakeholders, through skills in collaboration, engagement, responsiveness, as well as shaping and influencing.
4. Strong negotiation skills and the ability to communicate clearly, both verbally and in writing, with a range of stakeholders at all levels.
5. Advanced organisational skills with a demonstrated ability to prioritise multiple workloads, be adaptable to changing circumstances and utilise resources to deliver on priorities and meet tight deadlines.

## Compliance Requirements / Qualifications

1. Recent relevant experience in delivering banking products (in either a government or private sector context) is highly desirable for this role.
2. This position does not require a pre-employment medical.
3. This position does not require a Working with Vulnerable Children Check.

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director – Banking Initiatives (position number P64032) and indicates how frequently each of these requirements would be performed. Please note that CMTEDD 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	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Never
<i>The position is 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	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
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

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

<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	Occasionally
Exposure to potentially distressing case material	Never

<b>OTHER</b>	<b>FREQUENCY</b>
Uniform required	Never
Personal Protective Equipment (PPE) required	Never