

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Assistant Director – Operations

Location: Fyshwick/Hume

Classification: SOGC

Reports to: Director

Position number: P24439

Date last reviewed: 1 July 2026

Division: Access Canberra

Position requirements: You must be an **Australian citizen** or a **permanent resident** of Australia to be appointed as an Authorised Person under *the Road Transport (General) Act 1999*.

Business unit: Parking Operations and Traffic Camera Compliance

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.

Access Canberra is unique to the ACT Government; 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?".

What we offer

- Interesting and fulfilling work in a unique government environment where you can 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.
- Comprehensive training and ongoing support.
- Variety in your role. In-field activities on foot or from a vehicle, around the territory and in the office.
- Career development opportunities.
- Full uniform provided.

BUSINESS UNIT OVERVIEW

Parking Operations provides parking education and enforcement patrols throughout the ACT and monitors the repair and servicing of all government pay parking machines. This Team is responsible for administering compliance activities in accordance with the *Road Transport (General) Act 1999*.

The Traffic Camera Compliance team is responsible for managing the ACT Government mobile speed camera vans and fixed speed, red light and point to point camera enforcement as part of

the ACT's Road Safety program. This Team is responsible for administering compliance activities in accordance with the *Road Transport (General) Act 1999*.

POSITION PURPOSE

The Assistant Director Operations, leads the day-to-day operation of the Parking Operations and Traffic Camera Compliance teams, working in close partnership with the wider leadership team. The Assistant Director monitors and maintains business unit compliance with WH&S and road transport regulatory requirements, and contributes to a positive and innovative organisational culture, including working as part of the wider leadership team to support operational outcomes.

DUTIES / RESPONSIBILITIES

The Assistant Director Operations will undertake the following responsibilities:

1. Manage the day-to-day operation of the Parking Operations and Traffic Camera Compliance teams to ensure it effectively and efficiently provides service delivery to Access Canberra and the ACT Community.
2. Demonstrate sound judgement in the delivery of operational matters within a regulatory context.
3. Prepare high quality reports, submissions, high level briefs, and correspondence on a number of complex technical or operational issues.
4. Contribute to a positive and innovative organisational culture, including working as part of the wider leadership team to support operational outcomes.
5. Provide support, mentoring and professional development of staff, with a focus on development and succession management.
6. Build, manage and maintain high quality collaborative and constructive relationships across a broad range of internal and external stakeholders to drive positive outcomes.
7. Liaise with other Government agencies, interstate jurisdictions, organisations, and community groups, and represent the area at meetings and conferences, as required.
8. Model behaviours consistent with the ACT Government's Respect, Equality and Diversity framework and ensures that staff behaviours are in accordance with the RED framework.
9. Undertake other duties appropriate to this level of classification which contribute to achieving the goals of the organisation and maintain records in accordance with the *Territory Records Act 2002*.
10. This position **does** involve direct supervision of staff.
11. Perform other duties as directed.

SELECTION CRITERIA (CAPABILITIES)

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

1. Ability to demonstrated sound judgement, emotional intelligence and resilience in the delivery of operational matters within a dynamic and high pressure regulatory compliance environment.
2. Demonstrated interpersonal skills, including proven ability to lead a large team and influence broader organisational change. Proven ability to manage conflicting priorities and adapt to multiple demands, build a positive workplace and safety culture.
3. Demonstrated ability to support and mentor staff, with a focus on development and succession management. Ability to make a valuable contributions to the continuous improvement of a positive, collaborative and effective work environment
4. Strong written and oral communication skills with demonstrated experience in successfully liaising within government including managers and field staff.
5. Demonstrated ability to implement new technology, process, procedures and undertake change management with respect to project implementation and management.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

1. Must be eligible to be appointed as an **Authorised Person** under the *Road Transport (General) Act 1999*, successful applicants:
 - a. must be an **Australian citizen** or a **permanent resident** of Australia.
 - Please submit a copy of your Australian birth certificate or Australian Citizenship Certificate or current Australian passport or a valid Permanent Resident visa supported by a foreign passport.
 - b. must successfully complete all **pre-employment checks** including **police check**
 - If successful at interview you will be asked to complete a [Nationally Coordinated Criminal History Check](#) and submit relevant documents for Access Canberra to undertake the Police check.
 - c. must be considered a suitable person to be authorised, having regard in particular to —
 - (i) whether **the person has any criminal convictions**; and
 - (ii) the **person's employment record**; and
 - d. must **successfully complete adequate training** to exercise the powers of an authorised person.
2. This position requires a current full "C" class driver's license and an excellent driving record.

- If found suitable, you will be asked to provide a copy of your full **traffic history** for the last **5 years** you have held a licence.
3. Certificate IV in Investigations would be highly desirable.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director Operations (position number P24439) 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	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Occasionally
Standing for long periods	Occasionally
Designated workstation	Occasionally
<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	Frequently
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	Occasionally

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

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	Frequently
Exposure to potentially distressing case material	Occasionally

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