



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P43929, P72350

Division: Planning Design and Digital

Classification: SOGC

Business Unit: ACT Digital

Location: Hybrid working arrangements (220 London Circuit Canberra City, Winyu House Gungahlin, and work from home)

Position Title: Assistant Director, Identity and Digital Service Policy

Last Reviewed: August 2026

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 as demonstrate the related [signature behaviours](#).

DIRECTORATE OVERVIEW

Digital Canberra (DCBR) leads the ACT Government's technology, digital, data, and cyber security services. We strive to improve the lives of Canberrans through delivering and supporting digital government services that are easy to access, save time, and are safe to use. We achieve this while also looking to the future – making technology investment decisions that will transform Canberra into a genuinely connected city.

DCBR leads the implementation of the [ACT Digital Strategy](#) and [ACT Digital Health Strategy](#), manages ICT infrastructure for our hospitals, schools, and public service, and represents the ACT at national digital, data, and cyber security forums.

DCBR has a diverse workforce across many functions and sites. We have an inclusive culture, and we ensure our people are respected, valued, and involved.

DIVISION OVERVIEW

Planning, Design and Digital Group plays an important strategic role in realising the ACT Government's vision to transform Canberra into a genuinely connected city.

The group manages the Government's technology investment framework and pipeline, undertakes research and analysis to develop digital policy, provides business analysis and ICT architecture and design services for key Government ICT initiatives. As part of this work, the group is responsible for planning and delivering major ACT Government ICT programs and ensuring good project governance through an Enterprise Portfolio Management Office (EPMO) as well as driving the digital transformation of ACT services by implementing digital identity solutions that empower our community to access services online, anytime.

BUSINESS UNIT OVERVIEW

ACT Digital

The ACT Digital Program aims to simplify and enhance digital service delivery for the citizens and businesses of Canberra and the greater ACT region, reducing the need for physical visits and complex website navigation. The program supports various transformation projects across the government, addressing people, process and technology aspects of change.

The ACT government is driving a progressive agenda to firmly place Canberra as an even more attractive city to live, work, study, do business and invest in. Central to this ambition is for Canberra to be the city that gives you back time, where interactions with government are quick, seamless and secure for all citizens and businesses. This means services that are easy and safe for the citizen, truly digital – simply accessible anywhere, anytime, any device – and which leave no-one behind.

We have a whole-of-government remit, supporting the successful implementation of a suite of transformation projects across ACT government which traverse people, process and technology change.

As part of our remit, we:

- Maintain the whole of government digital services platform and ACT Digital Account, including citizen identity verification capability.
- Develop and support Government Critical Applications including the ACT Transport Licencing and Registration system (rego.act)
- Deliver ACT Government services through a contemporary, seamless digital experience.
- Partner with our Directorate colleagues to design and transform services to meet the needs of citizens.
- Facilitate and embed end to end design thinking where the user experience is central and;
- Provide strategic direction, policy and advice on digital identity verification, including supporting the National Data and Digital agenda, and Driving the ACT Government's Digital Strategy.

POSITION OVERVIEW

This position works closely with Executive, business areas from across government, other jurisdictions and within the ACT Digital team to be able to provide high-quality, evidence-based policy advice and documentation on issues related to the design and delivery of digital services. This covers a breadth of issues related to optimising the community experience of our services via the ACT Digital Account such as citizen identity, business identity, privacy and consent matters, managing payments, correspondence and complaints and verifiable credentials. It also considers how this service types interact and integrate within a broader ACT and cross jurisdiction ecosystem of services and service channels.

The position will have a focus on developing and maintaining policy and associated documentation that underpins the operations of the ACT Digital Account. This includes ensuring our policies align and contribute to the strategic direction of ACT's digital service delivery.

It will also support the Director, Identity and Digital Service Policy to deliver outcomes sought through the Territory's involvement in several cross-jurisdictional or national policy programs. This position enjoys flexible working conditions – mostly working from home, with some in-office work primarily at the Government Office Building in Civic and occasional meetings with agencies who operate in various locations across the ACT as needed. It should be noted the Government Office Building in Civic is an Activity Based Working (ABW) environment where staff are not allocated a desk.

WHAT YOU WILL DO

The Assistant Director, Identity and Digital Service Policy under general direction will:

1. Provide strategic and tactical policy advice to support the design, development and delivery of government priorities and outcomes that have identity and digital service considerations.
2. Collaborate between policy areas across government and senior management to ensure policy-related matters are joined up and support the whole of government ICT and digital agenda.
3. Liaise and consult with a range of government stakeholders on identity and digital service policy issues, including to support directorate legislative, policy, and service delivery priorities prior to government consideration.
4. Provide advice via a range of concise and well written documents (such as reports, briefing papers, Cabinet submissions and discussion papers), and verbally via meetings and presentations to a range of audiences.
5. Contribute to the creation of policy and strategy materials that are consistent, user-friendly, relevant, up to date and in line with whole of government guidelines, policies and procedures.
6. Support whole-of-government executive committees through secretariat responsibilities and assistance in managing their work programs.
7. Effectively represent the views and positions of DCBR and the ACT Government at meetings and forums.
8. Actively contribute to the Branch's work to deliver agreed priorities. This includes actively supporting ongoing transformational activities within DCBR.
9. This position may involve the direct supervision of staff and reports to the Senior Director, Digital Service Policy and Program Strategy.

WHAT YOU REQUIRE

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

Professional / Technical Skills and Knowledge

1. Excellent communication skills, including the ability to write persuasively for a range of government audiences, verbally communicate influentially and clearly, to listen well, and utilise visual graphics to support the easy absorption of complex information.
2. Demonstrated policy or strategy formation skills including the ability to work effectively with a range of policy development approaches to formulate expert advice under broad direction.
3. Demonstrated strategic and conceptual thinking skills, including experience undertaking policy research, and the ability to critically analyse complex information and extract key points.

Behavioural Capabilities

1. Demonstrated leadership expertise, including the ability to inspire and motivate others to achieve the best outcomes for DDTS and government.
2. Ability to establish and maintain effective relationships with a broad range of stakeholders through collaboration, engagement, responsiveness, and influence.
3. Excellent organisational and time management skills, in adaptability to changing circumstances and multiple priorities and demands, and the ability to deliver under tight timeframes.
4. A record of contributing to innovative approaches that improve business outcomes and embrace new ways of working.

Compliance Requirements

The following are not requirements for the position:

1. This position does not require a pre-employment medical.
2. This position does not require a Working with Vulnerable People check.