



POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development Directorate

Group: Strategic Policy and Finance Group

Business Unit: ACT Insurance Authority

Position Title: Assistant Director Governance and Communications

Position Number: P66056

Classification: Senior Officer Grade C (SOGC)

Location: Canberra City

Security Clearance Required: No

Last Reviewed: September 2026

DIRECTORATE OVERVIEW

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the public sector and works collaboratively both within government and with the community to achieve positive outcomes.

As a central agency, CMTEDD provides strategic advice and support to the Chief Minister, the Directorate's Ministers and the Cabinet on policy, economic and financial matters, service delivery, whole of government issues and intergovernmental relations. The Directorate facilitates the implementation of government priorities, drives initiatives as well as leads the strategic direction for the ACT Public Service (ACTPS), to ensure that it is well positioned to perform its role.

DIVISION OVERVIEW

The **Strategic Policy and Finance Group** within Treasury is made up of 3 sub-groups, namely:

- The **ACT Insurance Authority (ACTIA)** is a Statutory Authority, providing insurance, claims and risk management services for the ACT Government. The Authority also administers the Office of the Nominal Defendant of the ACT, for default claims under the ACT Motor Accident Injury Scheme and the Default Insurance Fund, for default claims under the ACT Private Workers' Compensation Scheme.
- Shared Services Finance (SSF) is responsible for providing essential services to the ACT Government directorates including financial accounting and reporting, accounts payable and receivable, taxation and banking services.
- Investments and Borrowing (IB) is responsible for the management of the ACT's assets and liabilities including superannuation liabilities and investments.

BUSINESS UNIT OVERVIEW

The Australian Capital Territory Insurance Authority (the Authority) is established under the ACT Insurance Authority Act 2005 (the Act).

The Act establishes the Authority as the ACT Government's captive insurer providing insurance services to all ACT Government directorates and statutory authorities, to meet the insurable claims and losses of ACT Government agencies.

The Authority's captive insurance model protects the ACT Government budget from a range of catastrophic and accumulated risk exposures through its reinsurance arrangements, and the accumulation of a fund reserve to meet the cost of future asset losses and legal liabilities that occur as a result of the activities of Government.

The Authority works to protect the assets and services of the Territory by providing risk management and insurance services to a large and diverse group of ACT Government client agencies and entities.

The Authority manages an annual insurance and reinsurance program to ensure cover in various insurance classes (Public Liability, Medical Malpractice, Property, Directors' & Officers' Liability etc) for the Territory.

The Authority also performs the function of Fund Manager for the Office of the Nominal Defendant of the ACT for default claims under the ACT Motor Accident Injuries Scheme, and the Default Insurance Fund, for default claims under the ACT Private Workers' Compensation Scheme.

Additionally, the Authority provides risk management support to Territory directorates and agencies, through generic and tailored training sessions, both in person and through an e-learning platform, and conducts annual inspections of Territory property assets to identify risks and works with the Agency to control the hazards.

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

As the Assistant Director, Governance and Communications, you will report directly to the Director, Governance, Analytics and Relationships and be part of the Finance and Governance team that is dedicated to working collaboratively with directorates, agencies, and other key stakeholders to deliver a client-focused service delivery model, based on the principles of communication, engagement, and continuous improvement.

A key function of this role is managing the ongoing administration of an over-arching governance framework for the Authority, as well maintaining communication channels that are focussed on providing high-value, quality information for both internal and external stakeholders.

To assist in achieving a robust governance framework, this role will work closely with all the Authority's staff to help ACTIA meet its operational and strategic objectives through the creation of sound quality assurance and governance processes.

Maintenance and advising on communication channels will be an impactful and important aspect of this role to assist ACTIA in improving stakeholder engagement and relationships.

This position requires a manager with governance framework skills, communications and intranet maintenance skills, customer service skills, and who is able to work collaboratively as part of an integrated leadership team, to manage stakeholder requirements, while delivering on the Authority's strategic objectives.

WHAT YOU WILL DO

The primary responsibilities for this position are to:

1. Partner with multiple stakeholders across multiple teams to create solid and productive working relationships;
2. Be responsible for the maintenance of the Authority's governance framework that guides the Authority's processes into the future;
3. Participate in the analysis of "as is" processes taking into account highly complex business requirements and contribute to the development of a solid, scalable framework that empowers ACTIA to achieve its goals;
4. Work with internal and external stakeholders to maintain and expand communication channels for the Authority;
5. Organise regular review of processes with stakeholders, ensuring milestones are met;
6. Track dates, milestones, and support the delivery of the Annual Report and other corporate documentation for ACTIA;
7. Assist in the maintenance of a quality assurance framework that complies with current Australian standards.
8. Support the ACTIA leadership team with processes aimed at delivering the Authority's strategic objectives;
9. Assist in the preparation of briefs, submissions, reports, and other documents relating to processes as required;
10. Other governance and communication tasks as required.

This position does not presently involve the direct supervision of staff.

WHAT YOU REQUIRE

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

Professional / Technical Skills and Knowledge

1. Demonstrated experience in strategic and corporate planning including developing, and implementing corporate governance frameworks, policies, and procedures.
2. Demonstrated experience of contemporary business practices, and their application in the workplace including proven ability to draw on experience to provide sound advice to support the Authority in communication matters;
3. Excellent communication skills with demonstrated ability to negotiate and communicate with executives, and across Directorates, to make sound, well-informed decisions and to influence outcomes.
4. Demonstrated ability to manage workload priorities, work to multiple deadlines and deliver high quality outputs under pressure; and
5. Demonstrated ability to research, interpret, apply, document and educate others on new or amended legislation, regulation, and policy.

Behavioural Capabilities

1. Demonstrated expertise in delivering agreed business outcomes and innovative solutions by taking initiative and managing priorities.
2. Strong analytical and problem-solving skills, with the ability to collect, organise, analyse and disseminate significant amounts of information with attention to detail and accuracy.
3. Demonstrated understanding of public service values covering ethical standards and a demonstrated self-awareness, professionalism, and a proven commitment to the ongoing integration of workplace respect, equity and diversity work practices and workplace health and safety principles and practices.

Highly Desirable

1. Demonstrated expertise in an insurance environment and associated governance solutions.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director Governance and Communications (position number 66056) and indicates how frequently each of these requirements would be performed. Please note that ACTPS 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	Never
Designated workstation (in activity based work environment)	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
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 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	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally

Sequential repetitive movements in a short amount of time	Never
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TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
Frequent travel – driving	Never
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	Never
Exposure to potentially distressing case material	Occasionally

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