POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P69957

Division: Digital Health Group

Classification: Senior Officer Grade B (SOGB)

Business Unit: Officer of the Chief Information Officer

Location: 2-6 Bowes St, Phillip ACT 2606

Position Title: Executive Officer

Last Reviewed: August 2026

Note: The position requires the successful applicant to be an Australian citizen and possess, or acquire and maintain a security clearance at the Baseline level as an eligibility qualification for the position. If screening is not successful, your employment will not commence or, if already commenced, your employment will be reassessed.

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

Digital Canberra 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.

Digital Canberra 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.

Digital Canberra 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

Digital Health Group provides high-level leadership, management and strategic advice in relation to technology capabilities across the ACT public health system.

We are responsible for:

- implementation and support of the Digital Health Strategy
- management of technology services and projects

- management of the relationship and services delivery by technology vendors
- development, implementation and maintenance of technology policies and procedures
- information management
- protective security.

BUSINESS UNIT OVERVIEW

Offices of the Director-General and Executive Group Managers

Providing essential coordination and strategic advice to Digital Canberra's most senior leaders, the Offices of the Director-General and Executive Group Managers are a loose group of small business units that closely collaborate with each other. The Offices provide administrative support to their senior executive, coordination of documents, meetings, and requests, and play an important role in the overall efficient running of their senior executive's group.

POSITION OVERVIEW

This role provides high-level executive support to the Chief Information Officer (CIO) ensuring the effective coordination, quality assurance, and timely delivery of complex correspondence. Working in a fast-paced and high-pressure environment, the position manages workflow across the CIO's office, delivers expert advice, and supports informed decision-making on diverse and sensitive matters.

The role acts as a key liaison with senior internal and external stakeholders, building strong partnerships to facilitate communication and outcomes on behalf of the CIO. It also leads and supports executive support staff across the portfolio, contributing to a cohesive and high performing executive support network. With responsibility for overseeing correspondence systems, coordinating reporting processes, and supervising staff, the position requires strong judgement, strategic awareness, and exceptional organisational and communication skills to ensure priorities are managed effectively and organisational objectives are met.

WHAT YOU WILL DO

Under the broad direction of the Chief Information Officer, you will:

1. Coordinate workflow through the Office of the Chief Operating Officer in relation to correspondence, Cabinet and Legislative Assembly documents, as well as preparing strategic and complex submissions, reports, briefs and correspondence in relation to a diverse range of matters.

2. Liaise with highly influential stakeholders and their offices on behalf of the CIO, including:

- Establish and maintain effective working relationships with senior executives, government officials, external partners and key stakeholder offices.

- Coordinate stakeholder engagement, correspondence, briefings, meetings and follow-up actions, ensuring matters are progressed within required timeframes.

- Communicate the CIO's priorities, decisions and expectations clearly, accurately and with appropriate discretion.

3. Provide high level executive administrative and secretarial services to the CIO and wider Executive team as required, including:

- Ensure the CIO and Executive team are equipped with accurate, timely and well-governed information, correspondence and briefing materials to support strategic decision-making and organisational outcomes.
- Coordinate the preparation, review and distribution of papers, briefings and supporting materials for national, jurisdictional and executive governance forums for the CIO and wider executive team.
- Draft, coordinate and quality assure confidential correspondence, reports, submissions and briefing materials relating to sensitive and complex matters.
- Coordinate and oversee responses to a broad range of strategic, operational and governance matters, engaging stakeholders to ensure timely and well-governed outcomes.

4. Coordinate reporting and provide secretarial and administrative support through a range of activities including the preparation of agendas, papers required for meetings, the recording, transcribing and distribution of minutes for meetings.

5. Monitor correspondence tracking systems (Objective) to ensure quality control and timeliness of responses is maintained.

6. Critically examine, evaluate and take appropriate action on reports, submissions and information submitted to the Chief Information Officer to ensure relevance, completeness and accuracy.

7. Provide leadership and guidance to Executive Assistants within the Chief Information Officer's portfolio and participate in the leadership of Digital Canberra's overall Executive Support network.

8. This position will involve direct supervision of at least one staff member.

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. High-level government experience in the management of and provision of advice on operational strategic support activities in government business including Cabinet, Assembly, media and ministerial correspondence and the ability to provide advice on these matters to ensure consistency and quality of responses.

2. Highly developed written communication skills, including the ability to prepare and quality assure complex briefs, reports, and correspondence for senior executives on diverse and sensitive matters.

3. Proficiency in the use of ICT applications and systems, including Microsoft Office and Content Manager, Objective or a similar electronic document and records management system.

Behavioural Capabilities

1. Leadership expertise in delivering agreed strategic business outcomes and solutions by taking initiative, managing resources and setting clear direction and providing guidance and support to executive support staff and contributing to the coordination and effectiveness of broader executive support networks.

2. Ability to efficiently plan, organise and prioritise, and anticipate possible changing circumstances; to manage workload and competing priorities and multiple demands to meet deadlines.

3. Ability to proactively establish and maintain effective and diverse strategic business partnerships, including with senior stakeholders and clients; through collaboration, engagement, responsiveness and influence.

4. Demonstrated ability to think strategically, identify emerging risks and opportunities, and provide proactive advice on complex or sensitive matters, often with limited direction.

5. Ability to exercise sound judgment, show initiative, and take appropriate action on complex or sensitive matters, often with limited direction.

6. Adaptability to changing circumstances and resilience while performing in a high pressure, complex and diverse environment.

Compliance Requirements

1. This is a position of trust (PoT) which requires the successful applicant be an Australian citizen and possess or acquire and maintain an Australian Government Security Vetting Agency (AGSVA) security clearance at the Baseline level as an eligibility qualification.