CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Project Officer, Performance and Improvement

Classification: ASO6

Position number: TBC

Division: Statutory Planning

Business unit: Development Solutions

Location: Dickson

Reports to: Senior Director, Development Solutions

Date last reviewed: 14 October 2026

Position requirements: *Nil*

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

The Statutory Planning Division is responsible for facilitating development outcomes across the ACT by assessing and determining development applications, administering environmental impact assessment processes, administering the ACT leasehold system, providing advice to the

community and industry on development matters, and assisting the ACT Civil and Administrative Appeals Tribunal in its review of decisions and providing advice to the community and industry on development matters.

BRANCH OVERVIEW

The Development Solutions Branch has been designed around three key objectives.

First, creating a stronger and more effective front door for customers and stakeholders. Second, improving visibility and management of work moving through the planning system. Third, establishing dedicated capability focused on performance improvement and service enhancement.

The Branch has three teams:

- Pipeline and Front door;
- Performance and Improvement, and
- Deed Management.

Development Solutions is separate from the Territory Planning Authority (TPA). Development Solutions focuses on helping developers understand approval processes and access advice from the ACT Government, providing advice to the community and industry on development matters and providing the TPA with assistance in its core roles.

POSITION PURPOSE

The Project Officer, Performance and Improvement, Development Solutions will work under limited direction of the Director and Senior Director, to support a program of performance and improvement initiatives which relate to the Branch's objectives for:

- Establishing a front door for the planning system
- Driving engagement with internal and external stakeholders to achieve more efficient and effective planning outcomes, and
- Developing an escalaction and intervention process,
- Developing processes and systems for resolving conflicting advice and issues, and
- Developing and managing appropriate governance structures and processes, particularly for review and assessment of planning system performance.

The Project Officer, Performance and Improvement, will apply well-developed project management skills to plan, coordinate and deliver the development and implementation of performance and improvement initiatives across the ACT planning system.

The position undertakes research, analysis, coordination and reporting activities to support planning system performance monitoring, governance arrangements, stakeholder engagement and continuous improvement initiatives.

This role will exercise sound judgment in identifying emerging issues and risks and escalating them for the attention of senior officers.

The position contributes to the development of practical solutions and recommendations that support improved planning system performance outcomes.

DUTIES / RESPONSIBILITIES

Under limited direction , the Project Officer will:

1. Undertake research, data collection and analysis activities to support the development, implementation and ongoing improvement of the Development Solutions performance framework.
2. Develop, implement and monitor project plans, schedules, deliverables and reporting mechanisms to support the successful delivery of performance and improvement initiatives.
3. Prepare reports, briefing materials, governance papers, correspondence and other documentation to support performance monitoring, decision-making and improvement initiatives.
4. Monitor and analyse performance information, and exercise sound judgement in the identification and escalation of emerging issues, risks and trends and preparation of evidence-based recommendations for consideration by senior officers.
5. Manage stakeholder engagement activities with internal and external stakeholders and support implementation of communication and engagement strategies.
6. Provide high level secretariat support to governance forums, including meeting coordination, action tracking, records management, and reporting requirements.
7. Provide administrative support across the Branch as required to support business continuity during peak periods, including inbox management, task allocation and tracking, invoice processing and tracking etc.
8. Work collaboratively across Development Solutions, Statutory Planning and the broader Directorate to support strategic and operational objectives.
9. Contribute to a positive team culture.
10. Undertake other duties appropriate to the classification level.

SELECTION CRITERIA (CAPABILITIES)

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

1. Demonstrated ability to undertake research, analysis and coordination activities to support performance improvement initiatives and inform decision-making.
2. Sound written communication skills, including the ability to prepare project documentation, reports, briefings, correspondence and governance documentation.
3. Demonstrated ability to exercise sound judgement, initiative and problem-solving skills in analysing complex issues, managing competing priorities and providing practical, evidence-based advice and recommendations to support business outcomes..
4. Effective stakeholder engagement and communication skills, with the ability to build productive working relationships.
5. Demonstrated project management experience and sound organisational skills, including the ability to manage competing priorities and deliver quality outcomes within agreed timeframes.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.
- This position **does not** require a Working with Vulnerable People Check.
- This position **does not** require a Security Clearance.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director, Performance and Improvement (position number PXXXXX) 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	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

The position in an activity based work environment	

STANDARD HOURS	**FREQUENCY**
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Never
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Occasionally
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	Occasionally
Working directly with the public	Occasionally

PHYSICAL DEMANDS	**FREQUENCY**
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

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

TRAVEL	**FREQUENCY**
Frequent travel – multiple work sites	Never
Frequent travel – driving	Occasionally
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	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	**FREQUENCY**
Uniform required	Occasionally
Personal Protective Equipment (PPE) required	Occasionally