



# POSITION DESCRIPTION

**Directorate:** Digital Canberra

**Position Number:** P37547

**Group:** Customer, Data and Technology

**Classification:** Senior Officer Grade C (SOG C)

**Business Unit:** Initiative Delivery

**Location:** Hybrid working arrangements  
(Gungahlin, customer sites and home)

**Position Title:** Project Manager

**Last Reviewed:** May 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 demonstrate the related [signature behaviours](#).

## DIRECTORATE OVERVIEW

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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

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The **Customer, Data and Technology Group** enables a modern, digitally empowered ACT Government. By delivering shared services that are efficient, secure, AI-enabled, and customer-focused the group helps ensure that citizens and businesses benefit from responsive, transparent, and innovative public administration.

The group has a wide range of strategy, policy and operational responsibilities across ACT Government including:

- management of Information Communications Technology services
- service integration and management
- program and project management

- cyber, risk and governance
- strategic asset management
- data and artificial intelligence (AI) including digital records.

## **BUSINESS UNIT OVERVIEW**

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The Initiative Delivery business area reports directly to the Executive Group Manager, Customer, Data and Technology and manages Digital Canberra's ICT project delivery, working collaboratively with ACT Government directorates. Our business area comprises teams across ICT Applications, ICT Infrastructure, Education Initiative Delivery, and Canberra Institute of Technology (CIT) Projects. Under the P3M Governance Framework and using best practice project management principles, we ensure the ACT Government's ICT projects are delivered in line with customer expectations.

## **POSITION OVERVIEW**

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This position is nominally based in the Initiative Delivery team and is a key role in multi-disciplinary delivery model. Broadly, the Project Manager is to lead the delivery of their assigned ICT projects and work collaboratively across all areas of DCBR, and with stakeholders across the ACT Government to ensure effective delivery of projects and digital initiatives.

The Project Manager may need to directly supervise staff and has a matrix reporting structure to the Senior Project Manager / Program Manager, Project Management Practice and DCBR Project Responsible Officer and/or Executive.

As part of the ACTPS, this role has access to a range of flexible working provisions including hybrid work arrangement primarily based in the Gungahlin office (Winyu House), customer sites, and/or home. The occupant of the role is expected to work in the Gungahlin office a minimum of 2 days per week. ACTPS staff also have access to a range of FlexiSpace office locations across Canberra.

## **WHAT YOU WILL DO**

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1. Lead the delivery of multiple small to mid-sized projects and digital initiatives. Utilising processes and tools to manage scope, schedules and outcomes to the agreed baselines and set stakeholder expectations.
2. Provide effective leadership to multi-disciplinary project teams, fostering effective collaboration and ensuring the appropriate use of processes and tools are used effectively to achieve project objectives.
3. Establish and build relationships with key customer contacts and stakeholders to ensure effective engagement, communication, issue resolution and implementation of the project objectives.
4. Develop and maintain essential artefacts, including but not limited to, Project Plans, Exception Reports, progress updates, and project Risk, Issue, Action, Decision and Dependency (RAIDD) logs.
5. Ensure accurate and timely reporting of project status in accordance with DCBR frameworks, including clear articulation of risks and issues, up to date financial reporting, and maintenance of an accurate end-to-end project schedule.
6. This position may involve direct supervision of staff.

## WHAT YOU REQUIRE

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

### **Professional / Technical Skills and Knowledge**

1. Well-developed knowledge and experience in the delivery of projects in one or more of the following areas: COTS implementation, ICT infrastructure commissioning, software development, and/or business improvement.
2. Knowledge and experience of project management methodologies and tools, and the ability to apply knowledge to identify solutions and achieve outcomes.
3. Ability to analyse and assess project health, with particular focus on risks and issues, in order to accurately report on project status and inform decision making at critical junctures of delivery.
4. Extensive experience in developing, maintaining, and managing project artefacts, with a high level of attention to detail and sound documentation practices.

### **Behavioural Capabilities**

1. Sound leadership and people management experience, including the ability to empower people to achieve the best outcomes for DCBR, its stakeholders and the citizens of the ACT and surrounding region.
2. Highly developed stakeholder engagement and communications skills, including the ability to write for a range of government audiences, present information concisely and accurately to senior stakeholders, brief senior executives and deliver high quality documentation.
3. Proven flexibility, adaptability, and customer-focused approach, with the ability to manage changing priorities, competing demands, and tight timeframes while meeting stakeholder expectations.

### **Compliance Requirements / Qualifications**

1. Tertiary level qualifications and/or certification in Project Management are highly desirable. These include one or more of: Diploma of Project Management, PRINCE2 Foundation, PRINCE2 Agile Foundation, Agile Project Management (AgilePM) Foundation, Certified ScrumMaster.

## WORK ENVIRONMENT DESCRIPTION

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The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would be performed. Please note that the ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
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

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADOs)	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)	Occasionally
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

<b>TRAVEL</b>	<b>FREQUENCY</b>
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

<b>SPECIFIC HAZARDS</b>	<b>FREQUENCY</b>
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	Never

<b>OTHER</b>	<b>FREQUENCY</b>
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally