



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P53995

Division: Customer, Data and Technology

Classification: Senior Officer Grade B

Branch: Data, AI and Digital Records

Location: Gungahlin (Winyu House) with flexible working arrangements agreed with the supervisor

Business Unit: Data Services

Position Title: Director, Data and Analytics Services

Last Reviewed: April 2026

Position Requirements:

The successful applicant must 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. If AGSVA 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.

BRANCH OVERVIEW

The ACT Data, AI and Digital Records Branch (DAIDR) leads whole-of-government efforts to maximise the value of data and digital information across the ACT Public Service. It oversees the strategic direction, governance, and operational management of critical systems such as the ACT's

data lake, open data portal and EDRMS (Electronic Digital Records Management System), while driving safe and effective use of data and AI through policy, capability building, and cross-sector collaboration. DAIDR plays a pivotal role in shaping data and AI maturity across the jurisdiction, supporting national data integration priorities, and fostering a culture of safe data sharing.

BUSINESS UNIT OVERVIEW

The Data and AI Services business unit supports the ACT Public Service to manage, share and use government data and AI tools in a safe, consistent and strategically aligned manner. The unit provides leadership and practical support to ensure that data is recognised and treated as a critical public asset. Data and AI Services works across directorates to enhance the quality, accessibility and governance of ACT Government data and AI, supporting improved policy design, regulatory effectiveness, service delivery and organisational performance. The unit contributes to whole-of-government data stewardship by strengthening the frameworks, processes and capabilities that enable responsible use of information.

POSITION OVERVIEW

The Director, Data and Analytic Services provides strategic and operational leadership for a central, whole-of-government data and analytics capability. Reporting to the Senior Director, Data and AI Services and supporting the Executive Branch Manager, the role is responsible for managing a multidisciplinary team to deliver high-quality, value-driven data, analytics and platform services. This includes overseeing financial and contractual arrangements, ensuring effective use of data platforms and tools, and applying contemporary delivery and agile management practices to continuously improve service outcomes

The role plays a critical part in growing and maturing data and analytics services to support evidence-based decision-making and broader data reform that delivers tangible benefits for the ACT community. The Director leads collaborative planning and prioritisation, builds strong relationships across government, and provides clear advice and reporting to senior stakeholders and executives. The position models ACTPS values, embeds sound governance, risk and compliance, and fosters an inclusive, high-performing team culture focused on accountability, innovation and customer service.

WHAT YOU WILL DO

The role of the Director, Data and Analytic Services is to support the Senior Director of Data and AI Services and Executive Branch Manager DAIDR to manage a central data and analytical capability to help drive the success of data services. The main duties and responsibilities of the Director are to:

- Manage the Data and Analytics team to deliver strategic and operational solutions and outcomes.
- Oversee financial and contractual responsibilities for relevant system costs/contract/licences, including procurement and contract management.
- Oversee the delivery of Data and Analytics Services to the expected level of quality using appropriate management methodologies, learning and iterating frequently.

- Drive growth of the Data and Analytic services within Whole-of-Government services paradigm.
- Drive strategic direction, alignment and delivery of a whole of Government data and analytics platform.
- Lead the collaborative, dynamic planning process - prioritising the work that needs to be done against the capacity and capability of the team.
- Prepare reports, submissions and papers for senior stakeholders and the Executive, including cabinet submissions and ministerial reports and briefs.
- Establish clear expectations within the team and continue to develop a team environment that achieves organisational goals and objectives, takes ownership and honours commitments.
- Actively drive a positive, inclusive and collaborative culture within the team and the wider branch by modelling respectful behaviours, supporting colleagues and fostering constructive ways of working.
- Understand and work within the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect Equity and Diversity framework.
- This position involves direct supervision of staff.

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. A track record of developing and uplifting team capabilities, fostering knowledge sharing and staff skills.
2. A track record in driving data-driven decision-making, managing data platforms and tools (such as data lakes/ warehouses and Power BI), and supporting broader organisational-wide data reform, which deliver outcomes for community.
3. Demonstrated ability to think strategically and creatively to achieve outcomes in the face of conflicting priorities and limited resourcing.
4. Demonstrated ability to build relationships and apply systems and design thinking approaches to engage and collaborate with a wide range of stakeholders to deliver positive outcomes.
5. Demonstrated experience in leading and managing agile and multi-disciplinary teams to deliver a range of data services including: data project and product development, engineering and platform support, analytics, policy and advice.
6. Demonstrated ability to consistently display commitment to high quality customer service principles and practices.

Behavioural Capabilities

1. Deliver high-quality outcomes in complex environments while managing competing priorities.
2. Work collaboratively across government, influencing outcomes without direct line management authority.

3. Communicate clearly, translating complex technical concepts into business-friendly language.
4. Apply sound judgement to translate strategy and policy into practical delivery outcomes in ambiguous and emerging technology contexts.
5. Demonstrate integrity by embedding governance, risk and compliance into all aspects of service delivery.

Compliance Requirements / Qualifications

1. This position requires an Australian Government Security Vetting Agency (AGSVA) security clearance at the Baseline level as an eligibility qualification.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role (P53995) 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	Occasionally
Designated workstation *	Frequently

*Note: the position works in an Activity Based Work (ABW) environment. Under ABW arrangements, staff do not have a designated workstation/desk.

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
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)	Never
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	Frequently
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	Occasionally

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

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