

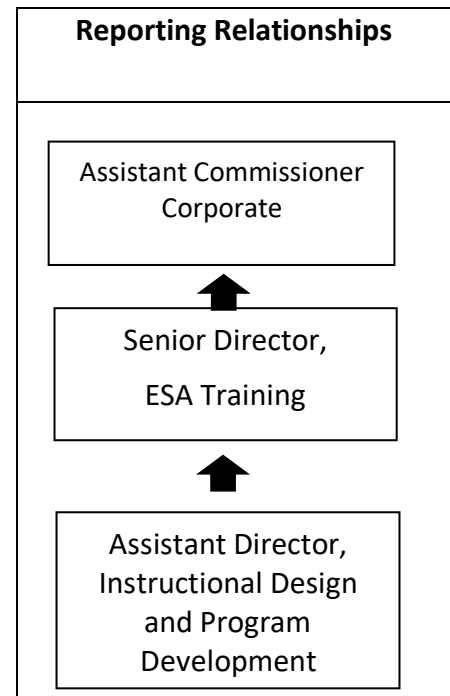


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Agency	ACT Emergency Services Agency
Branch	Corporate Services
Position Number	P57268
Position Title	Assistant Director, Instructional Design and Program Development
Classification	Senior Officer Grade C (SOGC)
Location	Hume Training Centre
Last Reviewed	June 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 as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and support a democratic society;
- Strengthens community safety;
- Protects people's legal and human rights and interests;
- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Manager of Government Business
- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

AGENCY OVERVIEW

The ACT Emergency Services Agency (ESA) is responsible for emergency management and related support arrangements in the Territory. The Agency's four operational services are ACT Ambulance Service (ACTAS), ACT Fire and Rescue (ACTF&R), ACT Rural Fire Service (ACTRFS) and the ACT State Emergency Service (ACTSES).

The ESA undertakes to:

- provide emergency services 24 hours per day every day of the year
- provide its services efficiently and effectively within resource allocations
- ensure that compliance activity meets legislative standards on all occasions
- use best practice in the provision of assistance for emergencies and the conduct of community education and awareness programs; and
- train and equip our people to maintain readiness and deliver emergency services to meet agreed standards and benchmarks.

Further information can be obtained on the ESA Website <http://www.esa.act.gov.au>

BRANCH OVERVIEW

The Corporate Branch is a diverse team that provides extensive services and support across all of ESA including both paid employees and volunteers, including Human Resource Management, workforce planning, education and training, work health and safety and wellbeing services and support and recruitment.

The Branch is also responsible for delivery of various strategic projects and initiatives, relating to diversity and inclusion and contributing to annual all hazards preparedness.

ESA Training (ESAT) Section provides strategic advice on the whole of agency learning and development needs along with maintaining ESA's Registered Training Organisation (RTO) status including quality and compliance.

ESAT is responsible for development, provision and maintenance of learning and development initiatives to support and enable staff and volunteers to carry out their duties safely, efficiently, and effectively along with the development of training and services to meet the Agency's needs.

POSITION OVERVIEW

The Assistant Director, Instructional Design and Program Development is responsible for leading the design and development of online learning resources ranging from individual modules to courses which support face to face delivery. The position is also responsible for the management of the ESA Learning Management System (LMS) to ensure the systems support the complex operational requirements of the Agency.

You will work across the services to build effective and collaborative relationships that support an operationally ready Emergency Services therefore experience in design and delivery of adult education and have an understanding of the Vocational Education & Training (VET) sector.

Be a highly organised self-starter who can anticipate and respond efficiently to business needs, adhere to tight timeframes, demonstrate initiative and sound judgement, displaying integrity and professionalism.

As this position will work collaboratively across the agency, experience in interacting with complex training facilities and a diverse staff & volunteer workforce would be an advantage.

WHAT YOU WILL DO

Under the limited direction of the Senior Director, ESA Training the Assistant Director, Instructional Design and Program Development will:

1. Design and develop learning and performance solutions (instructor led, eLearning, video, training aids, process development and other similar solutions).
2. Provide System Administrator capability; and develop and maintain the policies and processes to administer the ESA LMS.
3. Deliver training for users of the LMS and individuals using eLearning authoring tools including assisting stakeholders to develop, maintain and load eLearning content.
4. Manage external software vendor contracts in consultation with ESA Procurement.
5. Liaise with internal ICT teams and software vendors to maintain functional systems.
6. Demonstrate effective governance and accountability in training activities, supporting transparency of compliance with related policy, legislation, and national standards.
7. This position manages multiple staff members.

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 adult vocational education and organisational learning and development, including experience conducting training needs analysis, enhancing, designing and developing training materials and assessments in an online, blended and face to face environment.
2. Experience administering a LMS including trouble shooting, uploading SCROM files, creating eLearning courses and managing training records.
3. Well-developed written communication skills including demonstrated experience writing for a variety of purposes and audiences.

Behavioural Capabilities

1. Highly developed verbal and interpersonal skills with the proven ability to establish and maintain effective relationships with a wide range of internal and external stakeholders.
2. Proven experience providing effective leadership and management in a changing work environment including developing and motivating staff to achieve quality outcomes.
3. Highly developed organisational and time management skills with a proven ability to manage multiple competing priorities with tight timeframes to deliver on business outcomes.

Compliance Requirements/Qualifications

1. Certificate IV in Training and Assessment is **highly desirable**.
2. Experience using eLearning authoring tools such as Articulate 360 Storyline software is **highly desirable**.
3. Diploma of Training Design and Development is **desirable**.
4. This position requires a Working with Vulnerable People registration.
5. Drivers Licence Class C is essential.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director, Instructional Design & Program Development (**P57268**) 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	Occasionally

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	Never
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)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

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

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