



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P70321

Division: Corporate Services

Classification: SOGA

Business Unit: People and Capability

Location: Hybrid working arrangements
(220LC, Winyu, Bowes Street and work from home)

Position Title: Senior Director, Capability,
Culture and Inclusion

Last Reviewed: August 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, and 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

The **Corporate Services Group** provides a range of strategic, organisational development, administrative and human resources functions for Digital Canberra. These include:

- People and Capability
- Ministerial and Government Services
- Communications and Engagement

BUSINESS UNIT OVERVIEW

The **People and Capability Branch**, part of Corporate Services, partners with leaders and staff across Digital Canberra to enable effective people management and build a high-performing, inclusive workforce.

Our branch delivers strategic advice, programs, and services across two key areas:

Workforce Capability and Inclusion

Focused on building organisational capability and culture through:

- **Workforce Data and Insights** – workforce reporting, analytics and insights to support planning and decision-making.
- **Learning and Development** – core learning design and delivery, training needs analysis (TNA), capability frameworks and program development.
- **Leadership and Capability Development** – coaching, leadership programs and capability planning.
- **Inclusion and Engagement** – initiatives that foster diversity, inclusion and employee engagement.

People and Workplace Health

Dedicated to supporting employee wellbeing and workplace integrity through:

- **Employee and Industrial Relations** – advice on employment conditions, workplace policy, performance and conduct.
- **Workforce Health and Safety** – WHS governance, wellbeing programs, injury management and preventative strategies.
- **Talent and Workforce Management** – attraction, sourcing, recruitment, retention, contractor management and secure workforce initiatives.
- **Employee Lifecycle Support** – including induction, entry-level programs and business partnering.

POSITION OVERVIEW

The Senior Director, Capability, Culture and Inclusion provides strategic leadership across capability development, learning, inclusion, engagement and workforce analytics. The role leads programs and initiatives that strengthen organisational capability, support evidence-informed workforce decisions and foster a diverse, inclusive and sustainable workplace culture.

Within the branch there is one Senior Director position in the Workforce Capability and Inclusion team.

WHAT YOU WILL DO

1. Lead strategic capability, learning, inclusion and engagement initiatives that build organisational capability, address workforce-related risks and promote a diverse, inclusive and sustainable workplace culture aligned with Digital Canberra priorities.
2. Oversee the design, delivery, governance and evaluation of learning and development, leadership capability, diversity, inclusion and engagement initiatives to ensure measurable outcomes and value for money.

3. Provide high-quality, evidence-based workforce advice by analysing and interpreting workforce data, trends and insights to inform executive decision-making and support organisational performance.
4. Build and maintain effective partnerships with executives, managers and stakeholders across Digital Canberra and the ACT Government to influence outcomes and support coordinated delivery of people and capability priorities.
5. Enhance organisational capability by equipping senior leaders and key stakeholders with contemporary approaches, tools and insights that support effective people leadership and workforce sustainability.
6. Provide strong people leadership, including setting clear expectations and priorities, delegating work appropriately, and supporting a high-performing, inclusive and values-based team environment.
7. This position does involve 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. Strategic leadership in capability, learning, inclusion, engagement and workforce analytics to support organisational performance and culture.
2. Experience using workforce data and insights to inform decisions and strengthen organisational capability.
3. Experience leading the design, delivery and evaluation of capability, learning, leadership, engagement or inclusion programs.

Behavioural Capabilities

1. Strong leadership and people management expertise in delivering agreed strategic business outcomes and solutions by taking initiative, managing resources, setting clear direction and providing guidance for managers and team members.
2. Advanced ability to establish and maintain effective and diverse strategic business partnerships, including with senior stakeholders, through collaboration, engagement and responsiveness.
3. Advanced ability to present verbal and written communication in a well-structured and logical way, and to persuasively influence outcomes with evidence and justification to support a position.
4. Advanced conceptual analytical skills, particularly the ability to understand how issues integrate and to make rational judgements from available information, taking an innovative and holistic approach to service design and delivery for improved outcomes.
5. Adaptability to changing circumstances and multiple priorities and demands, and resilience while managing a constantly changing, complex and diverse environment.

Compliance Requirements

1. Tertiary qualifications in a related discipline are strongly preferred.

WORK ENVIRONMENT DESCRIPTION

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 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	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation*	Occasionally

**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 (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)	Frequently
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	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	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

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	Never
Personal Protective Equipment (PPE) required	Never