

**Office of the Work Health and Safety
Commissioner**

Position Title: Director, Systems and
Capability

Section: Systems and Capability

Reporting to: Senior Director, Compliance,
Systems and Capability

Position Number: P05752

Classification: Senior Officer Grade B (SOGB)

Location: Canberra City

Last Reviewed: June 2026

WORKSAFE ACT OVERVIEW

WorkSafe ACT achieves its objectives to protect workers and workplaces through a combination of compliance and enforcement, awareness raising, education, inspection and investigation. It is responsible for monitoring and enforcing compliance by duty holders with the *Work Health and Safety Act 2011* (WHS Act) and associated legislation including dangerous substances, workers' compensation and Labour Hire Licensing.

WorkSafe ACT is a fully independent office headed by the WHS Commissioner, who is the Territory's regulator. A planned program of work is currently being implemented to improve our operational efficiency and effectiveness. WorkSafe ACT is committed to cultural and organisational change to become a professional, modern, intelligence-led responsive regulator.

The work we do carries with it an obligation to act in the public interest. It requires standards of professional behaviour and conduct from all employees that promote and maintain public confidence and trust in our work. We contribute to the reduction of physical and psychological harm to workers across ACT workplaces.

DIVERSITY STATEMENT

The ACT Public Service (ACTPS) is committed to building a culturally diverse workforce and an inclusive workplace. As part of this commitment, women, Aboriginal and Torres Strait Islander peoples, people from linguistically and culturally diverse backgrounds, people with disability and those who identify as LGBTIQA+ are encouraged to apply.

POSITION OVERVIEW

The Director, Systems and Capability is responsible for overseeing a range of business supports including system administration, software development and enhancement, ongoing process improvement to expand system capability to achieve current and further business needs. You will also guide the work of the capability team who plays a key role in identifying agency skills gaps, planning how to address these gaps and making recommendations to senior management; and assisting staff to meet their development goals.

You will be a member of the broader Senior Leadership Team (SLT+).

ROLE / RESPONSIBILITIES

You will be required to:

- lead and manage the operations of WorkSafe ACT's Systems and Capability functions



- lead, manage, and monitor the performance of a small diverse team, including the development and monitoring of individual performance and development plans
- develop high-level strategic advice to the Senior Leadership Team on capability and system related matters to assist in decision making of the management and strategic priorities of WorkSafe ACT
- lead and manage the development, delivery and support of ICT capabilities, includes improving and maintaining of system-related technical documentation in support of operational procedures and project requirements
- manage review and negotiation of ICT related service level agreements to maintain ongoing support and continuous improvement of system operations
- represent WorkSafe ACT in dealings with other ACT Government agencies and vendors by developing and maintaining strong relationships and resolving significant ICT issues to ensure the organisation's critical systems effective operations of including Salesforce and other relevant ICT systems
- model behaviours consistent with the ACT Government's Respect, Equity and Diversity Framework and lead safe work practices in accordance with the Whole of Government Work Health and Safety policies
- oversee backup and recovery processes and manage recovery testing, system availability, capacity management and performance KPIs, and
- undertake other duties as directed.

IDEAL CANDIDATE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

1. Demonstrated broad technical capability and experience in providing operational support for ICT systems particularly in regard to administration, management and enhancement of Salesforce.
2. High level written and oral communication and ability to proactively establish and maintain effective business relationships, includes negotiating with ICT vendors, senior management and other key stakeholders.
3. Demonstrated strong leadership and team management, with a track record of fostering positive team culture and developing a high performing, diverse and inclusive team. Adaptability to changing circumstances in a high pace work environment with multiple priorities and demands, and resilience while managing constantly changing, fluid and diverse ICT requirements.
4. understand public service values covering ethical standards and a demonstrated self- awareness, professionalism and a proven commitment to the ongoing integration of workplace respect, equity and diversity work practices and work health and safety (WHS) principles and practices.

EXPERIENCE/QUALIFICATIONS

1. Experience and/or knowledge of modern cloud-based technology platforms, particularly Salesforce and Objective, is highly desirable
2. Relevant degree, diploma, certificate, vocational or industry certificate in the IT network engineering field, data science and/or relevant work experience is highly desirable, or
3. Relevant tertiary qualifications of related to information technology, computer science, data science or associated field and/or equivalent industry experience highly desirable.



WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director, Data and Systems and indicates how frequently each of these requirements would be performed. Please note that WorkSafe ACT 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 <i>Please note this is a position in an activity based working environment</i>	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	Never
Access to Accrued Days Off (ADOs)	Never
Peaks and troughs	Occasionally
Frequent paid 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	Frequently
MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
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	Occasionally
Personal Protective Equipment (PPE) required	Occasionally

