

POSITION DESCRIPTION

Directorate: Infrastructure Canberra (iCBR)

Position Number: P62888

Division: People, Engagement and Operations

Classification: Senior Officer Grade C

Business Unit: Communications and Engagement

Location: City / flexible

Last Reviewed: August 2026

Position Title: Assistant Director, Communications and Engagement

Position Requirements: See below compliance requirements/qualifications

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

Infrastructure Canberra's vision is to enrich and connect our communities through sustainable and transformative infrastructure, places and spaces. At iCBR, we are the Territory's expert on capital infrastructure and our purpose is to efficiently develop, deliver and maintain infrastructure, places and spaces with our partners, for our community.

Our strategic priorities:

- Our people and our culture at our heart
- Excellence in service
- Partnering for success
- Better tools for outstanding outcomes.

We value safety, integrity, respect, excellence, innovation and collaboration and we uphold Yindymarra to respect, honour, be kind, be gentle and be careful in every aspect of our work.

Our core functions:

- Supporting the planning, and leading the procurement and deliver, of government infrastructure programs and projects in partnership with ACT Government directorates.

- Leading leasing and associated property management and maintenance services across the ACT Government property portfolio.
- Leading the development, procurement and delivery of large scale infrastructure projects for the ACT Government.
- Coordinating and shaping the ACT Infrastructure Plan and Pipeline, and developing a portfolio and program management framework to support ACT Government infrastructure initiatives.

Providing strategic advice, expertise and assurance across the ACT Government and decision-makers, industry and key stakeholders on infrastructure policy, investment, planning, delivery and management.

DIVISION OVERVIEW

People, Engagement and Operations is dedicated to fostering a vibrant, inclusive, and collaborative environment across iCBR, our partners, communities and stakeholders. Our mission is to set and drive iCBR's strategic direction with a primary focus on developing, enhancing and implementing communication, engagement, capability, cultural, transformation, corporate services and work health and safety initiatives across the organisation.

We are accountable for a range of functions including organisational strategy, transformation and culture, learning and development, industry and industrial relations, communications, stakeholder and community engagement, corporate governance, ministerial and cabinet services, human resources and work health and safety across all iCBR projects, programs and operations. We develop and implement organisational approaches and ways of working to deliver on our strategic priorities and provide the guidance and support for our people and partners to embed safety, cultural, diversity, equity and inclusion practices into their everyday work.

Our focus is on building a values-based culture supporting our people and services to be adaptable and dynamic, empowering our people to achieve wellbeing, high performance and collective success through various initiatives including strategy and people plans, capability and learning and development frameworks and people focused safety programs.

We strive to enhance organisational excellence and maximise value. We drive and incubate innovation and opportunities to challenge the status quo, foster collaboration and communities of practice to embed continuous improvement and learning practices and optimise outcomes. This includes embedding a culture of safety, robust governance, and effective people, engagement and operational services to support the delivery of iCBR's strategic priorities.

BUSINESS UNIT OVERVIEW

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 Yindyamarra, as well demonstrate the related signature behaviours.

The Communications and Engagement branch supports all divisions of Infrastructure Canberra to plan and deliver clear and relevant internal and external communications.

The team's key objectives are to:

- communicate project benefits, features, impacts and milestones to the Canberra community and stakeholders,
- ensure relevant stakeholders are given meaningful opportunities to contribute to project planning, design and outcomes,
- keep employees informed, engaged and aligned with the organisation's goals and values, as well as acknowledging and celebrating achievements; and
- collaborate and innovate across Government to support project delivery.

Working with us, you will:

- Prepare strategies and content that delivers the right information to the right audience, at the right time and in the right way.
- Bring an audience-first lens to your work, informed by research, insights and evaluation.
- Work in partnership with project teams, stakeholders, and colleagues in Infrastructure Canberra, and at times across the ACT Government
- Be flexible, open to change and enjoy working in a fast-paced environment.
- Bring innovation and outside the box thinking to your work.
- Have fun and contribute to a collaborative and supportive team culture.

POSITION OVERVIEW

This position is responsible for designing, managing, and implementing strategic communication, digital and stakeholder engagement tools and activities for infrastructure projects.

The position will work closely with the Director, Communications and Engagement, and as part of the broader communications and engagement team in Infrastructure Canberra.

WHAT YOU WILL DO

1. Lead the planning, coordination and implementation of communications and engagement strategies to support infrastructure projects.
2. Collaborate with subject matter experts, stakeholders and multidisciplinary teams to produce high-quality written and digital content for a range of internal and external audiences, across a range of channels, ensuring messages are clear, accessible and audience focused.
3. Facilitate the coordination of project communications, messaging and initiatives across the directorate and other ACT Government projects to ensure a consistent approach.
4. Build and manage effective working relationships with a diverse range of internal and external stakeholders, including government agencies, local businesses, special interest and advocacy groups and representatives across the ACTPS.

5. Support the management of media enquiries, media events and briefings.
6. Lead the coordination of events, presentations and displays, and support stakeholder engagement activities.
7. Monitor, evaluate and report on the effectiveness of communication and engagement activities, using insights to inform continuous improvement.
8. Champion best practice engagement and stakeholder management including applying the core IAP2 principles of public participation.
9. Support the Public Information Coordination Centre (PICC) in times of a Territory emergency.
10. 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 (RED) framework.
11. Other duties as required.
12. This position may involve direct supervision of staff.

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 planning and implementing communications and engagement strategies from conception to completion, including establishing goals and priorities, managing contentious and sensitive issues or conflicts, and evaluating outcomes.
2. Demonstrated experience in planning, producing, and implementing a diverse range of communications materials, campaigns, and content, taking an audience-first lens to content creation, informed by research and insights.
3. Demonstrated ability to identify, liaise with and manage high interest and high influence stakeholders on complex programs and projects, and the confidence to collaborate on and resolve sensitive issues.

Behavioural Capabilities

1. Demonstrated experience in managing and nurturing multiple internal and external stakeholder relationships.
2. High level organisational skills including demonstrated experience in managing multiple projects and meeting competing deadlines and priorities.
3. Understanding of, and demonstrated commitment to, the implementation of the ACTPS Values, Code of Conduct, Respect, Equity and Diversity Framework and Workplace Health and Safety initiatives.

Compliance Requirements / Qualifications

Highly desirable:

1. Relevant tertiary qualifications or a minimum of 5 years' experience working professionally in the fields of strategic communication, stakeholder and community engagement and/or content production.
 2. Experience working on large infrastructure projects.
 3. International Association for Public Participation (IAP2) Engagement Qualifications.
 4. The ability to work flexibly with some out of hours work.
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WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director, Communications and Engagement (position number P62888) 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	Frequently
STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
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 (ADO's)	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)	Never
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	Never
Bending/squatting	Occasionally
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never
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	Never
OTHER	FREQUENCY
Uniform required	Occasionally
Personal Protective Equipment (PPE) required	Occasionally