



ACT
Government

Chief Minister, Treasury and
Economic Development

POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P08254

Division: Planning, Design and Digital

Classification: Senior Officer Grade B

Branch: Major Programs

Location: Winyu House

Business Unit: Human Resource Systems

Last Reviewed: December 2025

Position Title: Director, HRMS Applications
Support

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

Digital Canberra (DCBR) is responsible for driving the ACT's digital agenda and leading the whole of government strategic direction for ICT. We are led by the Chief Digital Officer. We provide technical, tactical and transactional support for whole of government ICT. We ensure alignment of government ICT and digital priorities and initiatives across the ACT Government. We have responsibility for:

- Guiding the future direction of ACT Government business operations, including service delivery to the ACT community;
- Strategic direction, policy and standards for whole of government ICT;
- Improving whole of government ICT investment management;
- Integration of ACT Government services to make it more convenient for citizens and businesses to connect and do business with the government;
- Driving the use of data to inform evidence-based decision making, leading to delivery of better services for citizens, and building a sustainable data capability in the ACTPS;
- Delivering end user services for all ACT government directorates and agencies;
- Managing and maintaining several whole of government business systems, and maintaining technology infrastructure;
- Undertaking research and analysis to support strategic policy advice on current and emerging ICT and digital policy issues and initiatives; and

Shaping and sponsoring the development of digital capability at a whole of government level.

BRANCH OVERVIEW

Major Programs Branch leads the delivery of specific whole of government large-scale development initiatives. These initiatives aim to modernise and strengthen how we use technology to improve the quality of life for all Canberrans and improve the ways of working within the ACT Government.

We bring together multidisciplinary teams of people with diverse perspectives, skills and experience to seize opportunities and respond to challenges with a one-government mindset. We work collaboratively and flexibly across the ACT Public Service including:

- within the Digital, Data and Technology Solutions Group
- with Chief Information Officers
- across directorates
- and with program specific stakeholder groups.

We connect people, process and technology in our complex environment to enable successful change transformation. We use best practice design and strategic open relationships to deliver these initiatives.

POSITION OVERVIEW

This role manages the team that administers the Whole of ACT Government human resource system for the production of the fortnightly payroll. The role also coordinates and delivers a program of business initiatives and projects undertaken specifically by Payroll Services.

The position requires extensive experience, knowledge and skills in end-to-end payroll processing, legislative compliance, project management, business analysis, and change and communication management, to continuously deliver payroll business-as-usual functions across Government. Stakeholder management is also a critical skill for the role as Shared Services Payroll supports a number of Whole of ACT Government operations.

This position may supervise up to seven (7) staff and reports directly to the Senior Director, HR Systems.

WHAT YOU WILL DO

1. Be responsible for the overall administration and maintenance of the ACT Government's HR management system (HRMS) and manage the technical development of system improvements.
2. Responsible for the development and management of projects associated with the ACT Government's HR management ecosystem: chris21, HR21 and associated HRMS Applications.
3. Manage ACTPS human resource and payroll data in compliance with various application governance, statutory obligations and ACTPS policy requirements.
4. Provide direction and oversee the process/guidelines governing user access to HRMS Production, Test and Development environments.

5. Liaise with service providers and client directorates.
6. Manage ACTPS human resource data in compliance with statutory obligations and ACTPS policy requirements.
7. Respond to various formal audit requests of the HRMS, including the development of any associated policies and procedures.
8. Actively develop working relationships across Digital Canberra, Payroll Services, with and between client directorates, and with other stakeholders that are effective, collaborative and strategic.
9. Day to day management, motivation and leadership of the HRMS team to ensure that team objectives are achieved and individuals reach their full potential.
10. Represent Digital Canberra in a wide range of government and non-government forums.

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. Proven knowledge and understanding of payroll & human resource systems and their management.
2. Demonstrated ability to deliver system and business changes using agile techniques within a HRMS environment. Particularly in relation to a product's technology roadmap.
3. Demonstrated capacity to manage available resources (budget, people, stakeholder relationships and technology) to effectively deliver team objectives.
4. Highly developed project management skills.
5. Demonstrated knowledge of software testing principles and practices including the ability to design test scenarios for human resource software usability.

Behavioural Capabilities

1. High-level people and leadership skills that facilitate teamwork, achievement of team objectives, development of individual capabilities and the delivery of customer focused services and products.
2. A strong understanding and knowledge of the statutory and policy frameworks governing the management of human resource data, personnel and payroll records in the ACTPS.
3. Excellent liaison and negotiation skills; the ability to establish and sustain effective internal and external working partnerships that facilitate joint problem solving and organisation wide

continuous improvement.

4. Highly developed written and oral communication skills and the ability to prepare a range of correspondence, reports and submissions.
5. Highly developed understanding of public service values covering ethical standards and a demonstrated self-awareness, professionalism and a proven commitment to Respect, Equity and Diversity in the workplace and health and safety principles and practices.

Compliance Requirements / Qualifications

1. HR Payroll software, e.g. chris21, HR21, iChris, qualifications and experience are essential.
 2. Qualifications in a HR related discipline is desirable though not essential.
 3. Equivalent Project Management (PMBOK/PRINCE2) and/or Software Testing (ISTQB) certifications are desirable but not essential.
 4. Educational and professional qualifications checks may be undertaken prior to employment.
 5. This position does not require a pre-employment medical.
 6. This position does not require a Working with Vulnerable People Check.
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WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director, HRMS Applications Support (position number 08254) indicates how frequently each of these requirements would be performed. Please note that the 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

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
Expected to work extensive hours over a significant period due to the nature of the duties	Frequently
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
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)	Occasionally
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	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	Never

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

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