# POSITION DESCRIPTION

**Directorate:** Infrastructure Canberra

**Division:** Delivery - Housing

**Business Unit:** Contract Management Team

**Position Title:** Assistant Director, Contract Management

**Position Number:** P10575

**Classification:** Senior Officer Grade C

**Location:** Canberra City/Hybrid

**Last Reviewed:** November 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

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 Yindyamarra 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 infrastructure designated by the ACT Government as major programs or projects.
- 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

The Delivery-Housing Division leads the ACT Government's public housing capital works program. The division is responsible for delivering new housing infrastructure and maintaining existing assets to ensure safe, sustainable and inclusive homes for the community.

The division oversees the planning and delivery of public housing developments that support growth, renewal and accessibility objectives, while contributing to the ACT Housing Strategy's goals of increasing public housing supply and improving housing affordability. The division is also responsible for the asset management and maintenance of the ACT public housing portfolio, including the delivery of repairs and maintenance programs that preserve asset condition, enhance tenant outcomes and maximise the long-term value of public housing assets.

In addition, the division leads the implementation of the ACT Government's public housing repairs and maintenance insourcing program, including the development of a future service delivery model and the progressive establishment of internal capability to deliver some housing maintenance services. This work supports the transition to a phased Government-led operating model that improves service delivery, strengthens accountability and delivers better outcomes for public housing tenants.

The division contributes to the ACT Government's broader infrastructure objectives by integrating housing delivery with community planning and place-based outcomes, embedding principles of sustainability, equity and liveability across all housing projects.

## BUSINESS UNIT OVERVIEW

The Contract Management Team is responsible for the strategic management of the largest ongoing contract in the ACT Government. Its key objectives are to preserve and maintain the Social Housing, maintain a tenant focus in the delivery of the services and achievement of social outcomes, maintain a collaborative relationship with key stakeholders and achieve flexibility, adaptability, and responsiveness to evolving needs of the Commissioner, Tenants, and industry.

## POSITION OVERVIEW

The Assistant Director, Contract Management provides contract governance, assurance and performance oversight for the Total Facilities Management Services (TFM) Agreement, supporting the effective delivery of repairs, maintenance and associated services across the public housing portfolio. The position is responsible for ensuring services are delivered in accordance with contractual obligations, key performance indicators, governance requirements and organisational priorities, with a strong focus on service quality, value for money and tenant outcomes.

The role leads contract governance, assurance and performance management activities, including monitoring contract performance, evaluating service delivery outcomes, managing risks and providing authoritative advice to senior executives. The Assistant Director translates organisational priorities into effective contract management and assurance frameworks, supporting continuous improvement, service delivery outcomes and strategic reform initiatives across the Division.

The position works collaboratively with internal and external stakeholders to support effective governance, contract performance, risk management and service delivery outcomes across the public housing maintenance environment. The role contributes to strategic reform initiatives, continuous improvement activities and future service delivery planning as required, ensuring governance arrangements support organisational objectives and tenant outcomes.

As a people leader, the Assistant Director is responsible for leading and supporting the Contract Management Team to deliver high-quality contract assurance, governance, performance analysis, stakeholder management, contract monitoring, issue management and reporting within a complex and dynamic operating environment. The role requires sound judgement, strong leadership capability, the ability to effectively manage competing priorities while ensuring risks and issues are identified, assessed, and escalated appropriately.

The successful applicant will demonstrate strong leadership capability and the ability to build effective working relationships across Government and with external service providers. They will be an organised, outcomes-focused professional with well-developed communication, stakeholder engagement and problem-solving skills, capable of contributing constructively to complex service delivery arrangements and supporting the achievement of organisational objectives.

The position reports to the Director – Contract Management.

The following legislation is relevant to the work of the position (ACT unless otherwise stated):

- *Residential Tenancies Act 1997*
- *Housing Assistance ACT 2007*
- *Fair Work Act 2009 (Cth)*
- *Public Sector Management Act 1994*
- *Public Interest Disclosure Act 2012*
- *Freedom of Information Act 1989*
- *Financial Management Act 1994*
- *Public Rental Housing Assistance Program 2013 (1)*
- *Information Privacy Act 2014*
- *Territory Records Act 2002*
- *Discrimination Act 1991*
- *Work Health and Safety Act 2011*
- *Human Rights Act 2004*

## WHAT YOU WILL DO

Under limited direction:

- Lead the management, governance and assurance of the Total Facilities Management (TFM) Agreement, ensuring services are delivered in accordance with contractual requirements, performance standards and agreed governance arrangements.
- Lead and support the Contract Management Team to deliver high-quality contract management, governance, assurance and performance monitoring activities in a dynamic operating environment, including setting clear priorities, managing workloads and allocating resources effectively.
- Build team capability through coaching, mentoring and performance management, fostering a culture of accountability, collaboration, customer service and continuous improvement.
- Monitor, analyse and report on contract performance, service delivery outcomes, asset maintenance trends and financial performance and emerging risks to support value for money, informed decision-making and continuous improvement.
- Coordinate contract governance forums, performance review meetings and assurance activities, ensuring risks, issues, opportunities and contractual obligation are identified and appropriately managed and monitored.
- Manage and apply the TFM governance framework, including contract management, performance reporting, risk management and compliance processes.
- Identify, assess and manage risks and issues impacting service delivery, contract performance, compliance and tenant outcomes, ensuring timely mitigation actions and appropriate escalation.
- Provide clear, accurate and timely advice on contract performance, emerging risks, issues and improvement opportunities, including the preparation of briefings and reports as required.
- Work collaboratively with internal and external stakeholders to support strategic reform initiatives, service delivery improvements and future operating model development activities as required.

- Build and maintain effective working relationships with the service provider, government agencies and internal stakeholders to support constructive engagement, issue resolution and effective operational delivery.
- Prepare high-level reports, correspondence, submissions, analysis and responses to Ministerial, Executive and stakeholder enquiries.
- Ensure issues are appropriately identified, prioritised and managed, exercising sound judgement regarding when matters should be escalated.
- Represent the Directorate in governance forums, cross-government committees and stakeholder meeting as required.
- Contribute to procurement activities, contract establishment, contract variation processes and service delivery improvement initiatives as required.
- Ensure contract management activities aligns with broader Delivery – Housing objectives, Directorate priorities and legislative, policy and governance requirements.
- Undertake other duties appropriate to the classification level.

## WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position. Applicants should submit no more than two pages addressing your suitability against the Professional/ Technical Skills and Knowledge as well as Behavioural capabilities, a current curriculum vitae, contact details of two referees and copies of relevant qualifications.

**Professional / Technical Skills and knowledge**

1. Demonstrated experience managing complex contracts at a senior level, ideally within facilities management, public housing or related sectors, including contract governance, performance management, assurance, compliance, risk and financial management.
2. Demonstrated experience in analysing contract performance and financial information, and preparing clear, accurate reports to support assurance and informed decision-making.
3. Demonstrated experience preparing high-quality executive briefings, reports, ministerial correspondence, submissions and governance papers within tight timeframes.
4. Well-developed leadership, organisational and management skills in a client-focused environment, including the ability to lead teams, manage competing priorities, drive continuous improvement, achieve results, and deliver high-quality outcomes in complex operating environments.

**Behavioural Capabilities**

5. Demonstrated ability to collaborate effectively and with influence with government and non-government stakeholders and the ability to deal sensitively and fairly with people from a diverse range of backgrounds and cultures.
6. Demonstrated understanding and commitment to the ACT Government and Infrastructure Canberra Values Framework, workplace respect, equity and diversity framework, workplace health and safety best practice and industrial democracy principles and practice.

**Compliance Requirements / Qualifications**

**Essential:**

- Contract Management experience including the application of governance and performance frameworks.

- Experience leading and managing teams within a complex contract service delivery, contract management or operational environment.

**Highly Desirable:**

- Contract, Project or Procurement management qualifications (or equivalent experience).
- Relevant tertiary qualifications

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director, Contract Management 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 |

| 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 duties | Occasionally |
| 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 |
| Interpersonal communication skills | Frequently |
| Working directly with the public | Occasionally |

| PHYSICAL DEMANDS | FREQUENCY |
|---|---|
| Distance walking (large buildings or inter-building transit) | Occasionally |
| Working outdoors | Occasionally |
| Standing/walking in public areas | Occasionally |

| 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 | Occasionally |
| Frequent travel – driving | Occasionally |
| Frequent travel – interstate | Never |

| **PSYCHOLOGICAL DEMANDS** | **FREQUENCY** |
|---|---|
| Potential to encounter agitated customers/clients | Occasionally |
| Ability to respond with empathy and authority if needed | Frequently |
| Ability to manage confronting and sometimes distressing situations | Occasionally |
| Exposure to potentially distressing case material | Occasionally |
| Ability to work under pressure and meet tight deadlines | Frequently |
| Resilience and ability to remain calm in emotionally charged situations | Occasionally |