



# POSITION DESCRIPTION

**Directorate:** Digital Canberra

**Position Number:** P70292

**Division:** Corporate Services

**Classification:** SOGB

**Business Unit:** Ministerial and Government Services

**Location:** Canberra City & Winyu House

**Position Title:** Directorate Liaison Officer

**Last Reviewed:** January 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 demonstrate the related [signature behaviours](#).

## DIRECTORATE OVERVIEW

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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

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

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

## **BUSINESS UNIT OVERVIEW**

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Ministerial and Government Services (MaGS) provides operational and strategic advice and support for Digital Canberra on all ministerial and government business matters, including in relation to Cabinet, the ACT Legislative Assembly, intergovernmental and ministerial requests.

As the primary liaison point for all coordination activities within the directorate MAGS works closely with and in support of the Director-General, the broader executive team and Ministerial Offices. Key activities of support include internal and whole of government reporting, responding to Freedom of Information requests and policy management.

## **POSITION OVERVIEW**

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Reporting to the Senior Director, the Directorate Liaison Officer (DLO) role is a critical role as the conduit of information between the directorate and Ministerial Offices. DLOs perform a range of functions intended to provide a comprehensive and responsive service to Minister's, Ministerial Offices, the Directorate-General, and the directorate.

The DLO is responsible for facilitating and supporting flow of information through direct communications and provision of policy advice between the directorate and the relevant portfolio Minister's Office/s and as necessary other Ministerial Offices. The DLO provides guidance and assistance in matters relating to Cabinet, the Legislative Assembly, ministerial meetings and functions as well as supporting the coordination of whole of government matters through their central position within the DLO network.

DLOs may at time be expected to work additional hours during key periods due to the nature of the duties and responsibilities associated with the position. In recognition of this, the DLO role includes a DLO Allowance which is 7% of the fortnightly rate of pay for the employee's classification calculated on ordinary hours worked in that fortnight, paid fortnightly in arrears. It is not paid during leave and does not count as salary, except for super.

The DLO position is a rotational placement, usually of 12 months duration.

## **WHAT YOU WILL DO**

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Under the broad and limited direction of the Senior Director, the DLO will:

1. Develop and maintain production, professional and apolitical relationships with Ministerial Offices, directorate executives and staff, and other key stakeholders across government.
2. As a conduit of the directorate, provide high level professional policy advice and assistance to the Minister and their Office, particularly in relation to Cabinet, Legislative Assembly and whole of government coordination processes.
3. Maintain a high-level understanding of emerging issues, relaying information in a timely way to ensure the Director-General and executives are aware and able to respond appropriately.
4. Support the coordination and preparation of, complex and sensitive material, including but not limited to, ministerial correspondence, ministerial briefings, Cabinet documents and documents associated with government business processes.
5. Positively and professionally represent the branch and directorate across ACT Government,

and with the Minister's Office and stakeholders.

6. Work collaboratively across the branch, demonstrating appropriate behaviours and culture.
7. This position does not include the direct supervision of staff.

## **WHAT YOU REQUIRE**

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The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

### **Professional / Technical Skills and Knowledge**

1. Excellent administrative and organisational skills with the ability to take initiative, prioritise and manage coordination of complex workflows whilst operating in a high-pressure environment with limited supervision.
2. Knowledge, or the ability to quickly obtain knowledge, of Cabinet, ACT Legislative Assembly, ministerial and government processes as well as the directorates functions and priorities.
3. Ability to think strategically and use sound judgement to problem solve and support the provision of quality technical advice in relation to whole of government business processes and procedures.
4. Proficient in the use of ICT applications, including Microsoft Office and Content Manager, Objective or a similar document records management system.

### **Behavioural Capabilities**

1. Excellent interpersonal skills with the ability to build and maintain collaborative working relationships with internal and external stakeholders to achieve results, including a demonstrated ability to manage sensitive and confidential issues with discretion and integrity.
2. Ability to communicate clearly and with influence, both verbally and in writing, to negotiate and achieve positive outcomes as a representative of the directorate.
3. Adaptability to changing circumstances and multiple priorities and demands, and resilience while managing a constantly changing, complex and diverse environment.

## 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	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
Expected to work extensive/additional hours at peak times due to nature of duties	Occasionally
Access to Accrued Days Off (ADOs)	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	Occasionally

<b>TRAVEL</b>	<b>FREQUENCY</b>
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never
Frequent travel – interstate	Never

<b>SPECIFIC HAZARDS</b>	<b>FREQUENCY</b>
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	Never
Exposure to potentially distressing case material	Never

<b>OTHER</b>	<b>FREQUENCY</b>
Uniform required	Never
Personal Protective Equipment (PPE) required	Never