

POSITION DESCRIPTION

Directorate: Infrastructure Canberra (iCBR)

Position Number: P66230

Division: Delivery Housing

Classification: Senior Officer Grade C

Business Unit: Public Housing Facilities
Management (Insourcing)

Location: Canberra City

Position Title: Project Manager, Insourcing
Implementation and Management

Last Reviewed: July 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 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

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, in addition to supporting the ACT Housing Strategy which leads to increasing public housing supply and improving affordability.

We are responsible for the Asset Maintenance of public housing including manage repair and maintenance programs to maintain quality and extend the life of public housing assets.

The division contributes to the ACT Government's broader infrastructure objectives by integrating housing delivery with transport corridors and community precincts embedding principles of sustainability, equity, and liveability in all housing projects.

BUSINESS UNIT OVERVIEW

The Public Housing Facilities Management (Insourcing) team is responsible for the phased implementation of insourced services and the development of a new delivery model for public housing repairs and maintenance. This work supports the transition from the existing Total Facilities Management (TFM) arrangements to a model that builds internal capability, improves service delivery, and aligns with Government direction.

The business unit focuses on bringing key services online in stages, including customer service functions, maintenance delivery, workforce capability, and enabling ICT systems. At the same time, it is responsible for ensuring the new delivery model is designed, tested, and ready for operation, while maintaining continuity of outsourced services during the transition.

Through this work, the team supports the establishment of a sustainable, effective, and accountable delivery model, improving outcomes for tenants and strengthening the ACT Government's long-term capability in public housing facilities management.

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POSITION OVERVIEW

The Project Manager, Insourcing Implementation, is responsible for coordinating the day-to-day delivery of the public housing repairs and maintenance insourcing program across multiple workstreams.

Working under the direction of the Senior Director, the role supports the implementation of the insourced service delivery model by maintaining delivery schedules, managing dependencies, and ensuring alignment across service delivery, workforce, ICT and procurement related activities. The position plays a key role in ensuring delivery activities are coordinated, issues are identified early, and implementation progresses in line with agreed timelines and priorities with authority to prioritise work and resolve delivery issues within defined scope

The Project Manager works closely with Digital Canberra (as the system lead) to support the delivery of enabling management, customer service and ICT systems, ensuring business requirements are clearly understood, milestones are achieved, and systems are configured to support operational needs including call centre and Disability Modification delivery.

The role provides day-to-day coordination and leadership, tracking and reporting, contributes to governance and assurance processes, and supports stakeholder engagement to ensure consistent communication and alignment across delivery teams.

WHAT YOU WILL DO

1. Lead and oversee delivery and be accountable for outcomes across insourcing program workstreams, maintaining detailed delivery plans, milestones and dependencies across service delivery, workforce, ICT and procurement-related activities.
 2. Manage schedules, risks and interdependencies, identifying and resolving delivery issues within scope
 3. Support the delivery of enabling ICT systems by working closely with Digital Canberra to ensure business requirements are understood, milestones are met, and systems are fit-for-purpose.
 4. Translate service and operational requirements into delivery inputs, coordinating and supporting ICT configuration, testing and operational readiness activities from a business perspective.
 5. Manage and mitigate delivery reporting and assurance, including maintaining progress tracking, risk and issue logs, actions, and preparing delivery updates and briefings.
 6. lead engagement and influence stakeholders and delivery teams to achieve outcomes, ensuring consistent communication, follow-through on actions, and alignment across service delivery, ICT and operational teams.
- This position may involve direct supervision and management 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 project management or delivery coordination within complex programs, including maintaining schedules, manage and mitigate risks and dependencies, and supporting implementation activities.
2. Experience supporting the delivery of ICT enabled business solutions, including translating business requirements, supporting testing and readiness activities, and working with technical delivery teams.
3. Strong organisational and coordination skills, with the ability to track multiple workstreams, manage competing priorities, and support consistent reporting and delivery outcomes.
4. Experience of the project delivery, systems roll out and implementation within the housing sector is high desirable, but not essential.

Behavioural Capabilities

5. Applies an understanding of project objectives and program priorities to lead and oversee delivery activities, maintain alignment across workstreams, and contribute to implementation outcomes.
6. Builds effective working relationships with stakeholders, delivery teams and ICT partners to support coordination, share information and ensure consistent progress across activities.
7. Monitors progress against plans, manages competing priorities and deadlines, and takes ownership of assigned tasks, follows through on actions, and ensures agreed activities are completed within required timeframes, escalating risks where required.

Compliance Requirements / Qualifications

1. Relevant qualifications in project management, business, information technology or a related discipline, or demonstrated experience in a similar role is desirable.
2. Experience supporting delivery of projects or programs, including coordination, reporting and stakeholder engagement, in a government or similarly complex environment.
3. A current driver's licence may be required for site visits.
4. This position does not require a pre-employment medical.
5. This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Project Manager, Insourcing implementation (position number P66230) 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	Occasionally
General computer use	Frequently

Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Occasionally
Standing for long periods	Never
Designated workstation	Never

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	Never
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	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

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	Never
Exposure to potentially distressing case material	Never

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