



ACT
Government

Chief Minister, Treasury and
Economic Development

POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and
Economic Development

Division: Economic Development

Business Unit: Skills Canberra

Position Title: Assistant Director, Australian
Apprenticeships Liaison

Position Number: P50008

Classification: Senior Officer Grade C

Location: Canberra City

Security Clearance Required: No

Last Reviewed: July 2026

DIRECTORATE OVERVIEW

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the public sector and works collaboratively both within government and with the community to achieve positive outcomes.

As a central agency, CMTEDD provides strategic advice and support to the Chief Minister, the Directorate's Ministers and the Cabinet on policy, economic and financial matters, service delivery, whole of government issues and intergovernmental relations. The Directorate facilitates the implementation of government priorities, drives initiatives as well as leads the strategic direction for the ACT Public Service (ACTPS), to ensure that it is well positioned to perform its role.

DIVISION OVERVIEW

The role of Economic Development is to facilitate the diversification and strengthening of the ACT economy as well as the creation of a vibrant community that will attract and retain people in the city.

Economic Development is made up of the following business areas:

- Business and Innovation
- Skills, Vocational Education and Training, and Tertiary Education
- Arts and culture
- Tourism and Major events
- Sport and recreation
- Major venues
- Strategic Infrastructure Coordination

Economic Development also has responsibility for coordinating and delivering a range of key strategic initiatives and major projects.

BUSINESS UNIT OVERVIEW

Skills Canberra is the ACT Government agency responsible for vocational education and training (VET), adult community education and skilled migration policy and programs. As the ACT's State Training Authority and the regulator of the Australian Apprenticeships system, Skills Canberra supports the integrity of training contracts and promotes safe, compliant and supportive apprenticeship arrangements. Skills Canberra works with employers, apprentices/trainees, registered training organisations and industry to encourage quality assurance, continuous improvement and best-practice supervision, and to build community awareness of the value of VET aligned to current and emerging skills needs.

The 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 the related signature behaviours.

POSITION OVERVIEW

The Assistant Director, Australian Apprenticeships Liaison supports the Director, VET Program Administration and Senior Director, VET Program Operations and Support to cultivate and maintain productive working relationships with stakeholders in the Australian Apprenticeships system to achieve organisational objectives, including:

- working with relevant stakeholders to improve apprenticeship and traineeship retention, completions and outcomes through better support for employer and apprentice and trainee relations
- facilitating successful working relationships between employers and apprentices and trainees by supporting employers to better understand their roles and responsibilities to ensure safe and inclusive workplaces and high-quality apprenticeships
- streamlining employers' and apprentices' and trainees' engagement with Skills Canberra, Apprentice Connect Australia Providers and other relevant stakeholders when issues or conflicts arise
- consulting with employers and relevant stakeholders about skills needs and workforce issues that impact the take-up and best practice supervision of Australian Apprentices.

You will work under limited direction as to work priorities and the detailed conduct of the tasks. You will have responsibility for results achieved through the use and allocation of resources within the constraints laid down by senior management.

WHAT YOU WILL DO

As Assistant Director, you will:

- Manage the operations of the Field Officer Program, including:
 - identifying when service improvements are needed and developing effective ways in which appropriate improvements can be achieved
 - providing leadership and demonstrating expertise in:

- identifying issues with employer/apprentice relationships, on-the-job training, employer understanding of best practice learning and employment arrangements
 - assessing the significance of identified issues
 - taking appropriate action to resolve them, and
 - applying sensitivity, empathy, understanding and skill in resolving conflicts and differences.
- supervising staff performance and development, including coaching, feedback, and supporting a safe and inclusive workplace.
- Build and maintain working relationships across Skills Canberra and with employers, GTOs, WorkSafe ACT, Apprentice Connect Australia Providers, Access Canberra, Canberra Institute of Technology and other RTOs, the ACT Education Directorate, the FairWork Ombudsman, Australian Government Department of Employment and Workplace Relations, relevant industry associations and other agencies to resolve issues early.
- Represent Skills Canberra on relevant committees and at local, national and interstate meetings, forums and conferences, including:
 - ACT Government Construction Industry Reference Committee (a.k.a. Capstone Panel)
 - Joint DEWR, Training Services NSW and Skills Canberra meetings
 - NSW/ACT DEWR and Apprentice Connect Australia Provider Reference Group meetings
 - Apprenticeship support services consultation forums
 - Apprentice Employment Network NSW & ACT Skills Conference
 - Regular operational meetings between Skills Canberra and Apprentice Connect Australia Providers.
- Exercise delegations under the *Training and Tertiary Education Act 2003*, which may involve making determinations, instigating another course of action or reviewing decisions.
- Analyse complex issues and information and provide detailed advice on legislation, policies and guidelines relating to Australian Apprenticeships.
- Develop fact sheets, guidelines, rules, instructions or procedures for use by other staff and stakeholders.
- Undertake the allocation and monitoring of resources and prepare input for annual budget preparation.
- Contribute to the development and implementation of policy initiatives and corporate strategies.
- Negotiate and communicate, under limited direction, on behalf of Skills Canberra with clients and other interested parties.
- Use AVETARS, Qualtrics and Content Manager applications.
- Undertake research, reviews and investigations, including the preparation of reports and

associated papers.

This position involves 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

Agency knowledge

1. developing and applying work knowledge, legislation, agency policy, procedures and guidelines to achieve organisational outcomes.

Service delivery

2. A history of contributing to delivering a high standard of customer and community focused service underpinned by a holistic approach to service design and delivery for improved outcomes.

Achieve results with integrity

3. The ability to apply principles of open and accountable Government and align team activities with strategic priorities and model good practice in documenting your own work.

Behavioural Capabilities

Teamwork

4. Demonstrated ability to cultivate productive working relationships characterised by actively promoting collaborative work practices and swiftly deal with barriers to collaboration.

Leadership

5. A history of creating better futures that improve the organisation including generously sharing information, knowledge and expertise with colleagues to improve business outcomes and enhance collective growth.

Thinking and innovating

6. A propensity for contributing to improved ways of working, including enabling the achievement of outcomes by identifying and removing potential barriers to success.

Compliance Requirements / Qualifications

Mandatory:

1. ACT Working with Vulnerable People registration or ability to obtain one before commencement.
2. A General Construction Induction White Card, and silica and asbestos awareness training, or the ability to obtain these within a short time frame of commencement.
3. An Australian-issued driver license to operate a vehicle within the ACT.

Experience in any of the following areas will be favourably considered:

- Assurance-focused inspection/visitation programs aimed at providing information, assistance and support and resolving complex complaints or issues.

4. Experience working in the Australia Apprenticeships sector and/or a sound understanding of related legislation and policy.

Further information on working in the ACTPS can be found at: <https://www.jobs.act.gov.au/home>

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director, Australian Apprenticeships Liaison (P50008) and indicates how frequently each of these requirements would be performed. Please note that CMTEDD is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

This position is in an activity-based working (ABW) environment. Under ABW arrangements, officers do not have a designated workstation/desk.

Our workforce has transitioned to flexible hybrid working arrangements. This may include working from home or other work sites where agreed. Staff are provided information on how to work from home safely and effectively.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
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 (ADOs)	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)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
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	Never
Frequent travel – driving	Never
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