ACT Government
Justice and Community Safety

POSITION DESCRIPTION

Directorate: Justice and Community Safety

Division: ACT Corrective Services

Business Unit: Corporate Services

Position Title: Assistant Director, Workforce Planning and Support

Position Requirements: Nil

Position Number: P52328

Classification: Senior Officer Grade C (SOGC)

Location: 2 Constitution Avenue, Canberra City / Ngunnawal Country

Last Reviewed: September 2026

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and support a democratic society;
- Strengthens community safety;
- Protects people's legal and human rights and interests;
- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General

- Manager of Government Business
- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

DIVISION OVERVIEW

ACT Corrective Services (ACTCS) is a part of the Justice and Community Safety Directorate, which delivers and contributes to upholding the rule of law, the Westminister style of democratic government and the principles of fairness, equity and tolerance in the relationship between the government and our community.

Our Values: **Respect | Integrity | Collaboration | Innovation | Dignity**

Our Vision: To be recognised as a leader in the provision of effective Corrective Services which positively change lives, reduce re-offending and prevent future victims.

Our Mission: To contribute to a safer community through:

- The safe, secure, decent and humane management of offenders both in custody and the community; and
- The provision of sustainable opportunities for offenders to lead law abiding and productive lives in the community through rehabilitation and reintegration.

BUSINESS UNIT OVERVIEW

The Corporate Services Branch encompasses specialist functions that are essential to the effective delivery of ACT Corrective Services. It is responsible for providing key administrative and strategic support across the organisation, covering the following business areas:

- **Information, Security and Business Solutions**
- **People and Culture**
- **Finance**
- **Training and Development Unit (TDU)**
- **Strategy, Data and Research (SDR)**

Corporate Services functions work collaboratively across ACTCS to support the Commissioner and the operational areas of the agency, ensuring alignment with strategic priorities and the efficient delivery of services.

The People and Culture Unit is located within Corporate Services. The Unit's primary purpose is to provide a responsive service to support internal partners to meet challenges and opportunities across multiple dimensions of employee experience.

The Unit seeks to integrate its services with the business needs of all divisions and to maintain a positive people culture and promote staff engagement.

The main services include workplace culture and wellbeing, performance management, recruitment and on-boarding, workplace health and safety, rostering, and human resource advice. These services are aligned with the ACTCS Strategic Plan to ensure positive employee experience.

POSITION OVERVIEW

The Assistant Director, Workforce Planning and Support is responsible for leading the operational delivery and continuous improvement of workforce planning, workforce analytics, workforce reporting and workforce support functions within ACT Corrective Services (ACTCS).

Working under limited direction, the position provides specialist workforce planning advice, leads workforce analysis and improvement initiatives, develops and implements workforce governance frameworks, and manages the Workforce Planning and Support team. The role works collaboratively across ACTCS to support evidence-based workforce decision-making, workforce sustainability, compliance and operational readiness.

The position is responsible for the leading and developing staff and translating strategic workforce priorities into practical programs, projects and business improvements that support ACTCS objectives.

WHAT YOU WILL DO

Under the limited direction of the Director, Workforce Planning and Support, the Assistant Director, Workforce Planning and Support will:

1. Lead the day-to-day operations of the Workforce Planning and Support team, ensuring the delivery of high-quality workforce planning, rostering governance, wellbeing coordination and records management services.
2. Provide leadership, supervision and development of staff, fostering a high-performing and collaborative team culture consistent with ACT Public Service values.
3. Lead workforce planning activities including workforce analysis, establishment management, workforce forecasting, capability planning and the preparation of workforce reports, business cases and strategic workforce proposals. This includes contributing to future staffing model development across ACTCS.

4. Develop, implement and maintain workforce planning frameworks, governance arrangements and reporting processes that support consistent workforce management and informed decision making across ACTCS.
5. Support rostering governance activities, including oversight of roster design principles, workforce availability monitoring, leave planning, fatigue management practices, establishment controls and compliance with industrial obligations.
6. Monitor and analyse workforce data, including staffing, overtime, leave, availability, establishment and workforce trends, and provide evidence-based advice, reports and recommendations to managers and executives.
7. Co-ordinate and support workforce wellbeing initiatives, programs, contracted services and the Peer Support Officer program, including monitoring outcomes, reporting performance and supporting governance requirements.
8. Lead or contribute to organisational reform, business improvement, audit, governance and workforce-related projects that support ACTCS strategic priorities.
9. Represent Workforce Planning and Support on internal committees, working groups and projects, and engage with internal and external stakeholders to achieve organisational outcomes.
10. Prepare high-quality briefing material, reports, executive correspondence, submissions, business cases and responses to organisational requests.
11. Perform other duties appropriate to the classification and ensure records are managed and maintained in accordance with the *Territory Records Act 2002*.

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 workforce planning, workforce analytics, workforce management or a related discipline, including workforce management systems, reporting platforms and records management requirements within a public sector environment.
2. Demonstrated ability to analyse complex workforce and operational data and provide evidence-based advice, recommendations and insights to support organisational decision making.
3. Demonstrated written and verbal communication skills, including the ability to prepare high-quality reports and other governance materials.

4. Demonstrated experience interpreting and applying enterprise agreements, legislation, policy and operational procedures to support workforce management, rostering practices and compliance obligations.

Behavioural Capabilities

1. Demonstrated leadership capability, including experience managing teams, driving continuous improvement and fostering a collaborative and high-performing workplace culture.
2. Highly developed stakeholder engagement skills, including the ability to build productive relationships, negotiate outcomes and influence decision-making in a complex environment.
3. Demonstrated sound judgement, initiative and resilience, with the ability to work under limited direction, manage sensitive matters and uphold ACT Public Service values.

Compliance Requirements/Qualifications

1. Experience using workforce management, rostering and reporting systems including UKG/Kronos is highly desirable.
2. The successful candidate may be required to undergo a National Police Check.
3. To be eligible for permanent or temporary employment within the ACT Public Service (ACTPS) you must be an Australian citizen, a permanent resident or hold a valid work visa.
4. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Assistant Director, Workforce Planning and Support (P52328)** 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	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently

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	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)	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	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	Occasionally
Exposure to potentially distressing case material	Occasionally

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