

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Director – Planning, Performance and Support

Classification: Senior Officer Grade B

Position number: P39670

Position hours: Full-Time (36.75 hours)

Reports to: Senior Director

Division: Access Canberra

Business Unit: Animal Regulation

Location: Symonston ACT

Date last reviewed: July 2026

Position requirements: Driver Licence

Note: The position occupant may be required to participate in a Duty Manager on-call roster, securely home garage a branded work vehicle, and may be required to work after hours on occasion.

This position may be exposed to sensitive and traumatic situations and material, including potential to encounter aggressive or agitated customers, as well as viewing images and other materials associated with animal cruelty and injuries to people and/or animals.

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

What we do

At Access Canberra, we are all about giving people easy access to ACT Government regulatory services, payments and information while offering a great customer experience. We help community organisations, business and individuals work with the ACT Government and constantly look for new ways to better deliver services.

Access Canberra is unique to the ACT Government; we work across many different regulatory and customer service areas to support the delivery of regulatory reform and red tape reduction, drive government priorities and implement new initiatives. We actively engage in a risk and harm approach to compliance across a broad range of industry sectors to build a strong economy, safe community and sustainable environment.

Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

Access Canberra is comprised of people from all backgrounds seeking to help members of the ACT community. Demonstrating our connectedness with our community through inclusion and diversity is key to our vision. We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?".

If you require extra supports to engage in the workforce due to a disability, if you are a veteran, or if you bring the life experience of a culturally and linguistically different background, we are especially welcoming of your application.

BUSINESS UNIT OVERVIEW

The Environment and Specialised Regulation (ESR) Branch supports the ACT community through clear, consistent and accessible regulation that protects people, animals and the environment while enabling safe and sustainable services. Through a regulatory lifecycle approach, ESR delivers education, authorisation, compliance, investigation and enforcement functions that support public confidence, responsible behaviour and positive regulatory outcomes.

ESR's Animal Regulation unit is responsible for administering animal welfare, domestic animal management and a range of specialised licensing, permit, authorisation and prosecution functions across the ACT. The business unit administers the *Domestic Animals Act 2000* and *Animal Welfare*

Act 1992, while also undertaking licensing, permit and criminal prosecution functions involving animals under the *Nature Conservation Act 2014* and related legislation.

Animal Regulation works to ensure the safety of the community, promote responsible animal ownership, protect animal welfare, and support biodiversity and conservation outcomes. The business unit delivers a broad range of regulatory activities including:

- Responding to public safety matters involving dogs, including attacks, harassment and menacing behaviour.
- Investigating and enforcing animal welfare and animal nuisance complaints.
- Registration and annual renewal of dogs and cats residing in the ACT.
- Licensing, permits and authorisations relating to companion animals and domestic pets, including breeding and management permits, dangerous dog permits and assistance animal accreditations.
- Licensing, permits and authorisations relating to animal use, research, teaching, commercial animal keeping and other regulated animal activities.
- Licensing, permits and authorisations relating to native wildlife, exotic animals, protected species and wildlife management activities.
- Conducting specialised investigations and criminal prosecutions for offences relating to animal welfare, domestic animal management and animal-related nature conservation matters.
- Operating and managing the ACT Government's animal care facility, including the care, rehabilitation, reunification, adoption and rehoming of impounded and surrendered animals.

Through partnerships with government agencies, industry, community organisations and stakeholders, Animal Regulation seeks to achieve the best possible animal welfare, public safety and conservation outcomes for the ACT community. The business unit combines education, engagement and regulatory action to ensure that animals are managed responsibly, welfare standards are maintained, and legislative obligations are met.

POSITION PURPOSE

The Director of Planning, Performance and Support is the planning engine, performance steward, and enablement leader for the Animal Regulation unit. The role provides tactical and strategic leadership under broad direction—designing and integrating coherent plans, systems, budgets, workforce settings and performance frameworks that enable delivery of safe, lawful and trusted services. It achieves outcomes through others, orchestrating multiple teams and contracts, and ensuring resources and effort are continually aligned to risk, harm reduction and community value.

The Director is responsible for leading the planning, enablement, regulatory integrity and animal welfare functions of Animal Regulation. Reporting to the Senior Director Animal Regulation, the role provides strategic leadership and oversight of business support, performance, regulatory authorisations, animal care facility operations and Animal Welfare Authority functions.

The position is responsible for ensuring the effective administration of licensing, permit, authorisation and accreditation frameworks under the *Domestic Animals Act 2000*, *Animal Welfare Act 1992* and relevant provisions of the *Nature Conservation Act 2014*. This includes companion animal management, assistance animal accreditation, animal use and research approvals, commercial animal activities, native and exotic wildlife authorisations and associated regulatory decision-making.

The Director provides strategic leadership and support to the Animal Welfare Authority, including the development and implementation of animal welfare codes of practice, operational policy, regulatory standards, guidance materials and governance frameworks. The role ensures that regulatory decisions, authorisation processes and animal welfare frameworks are lawful, evidence-based, transparent and consistent with contemporary regulatory practice.

The Director also oversees the operation of the ACT Government's animal care facility, ensuring high standards of animal welfare, enrichment, veterinary care, adoption and community engagement, while maintaining effective business support and enabling services across Animal Regulation. Through leadership of multidisciplinary teams, the role supports integrated regulatory outcomes, continuous improvement and delivery of the full regulatory lifecycle.

Working in a dual-director model with the Director of Compliance, Investigations and Enforcement, the position jointly directs tactical service operations and strategic leadership of services—ensuring seamless handoffs between customer enablement and regulatory functions, and supporting the Domestic Animals Registrar and Animal Welfare Authority to achieve statutory objectives. The Director embeds Access Canberra's risk-based, harm-focused regulatory approach in planning, performance and service design, and supports open access practices to maintain transparency and public trust.

Above all, the Director builds a high-performance, values-led culture—coaching senior line leaders, setting clear standards for reasoning and records, and ensuring psychologically safe, trauma-informed customer interactions across service areas.

This position is appointed as a Deputy Registrar and Animal Welfare Authority under the *Domestic Animals Act 2000* and *Animal Welfare Act 1992*.

DUTIES / RESPONSIBILITIES

Planning, Performance and Service Enablement

1. Lead business planning, performance frameworks and reporting (KPIs, dashboards, insights) for the Service, ensuring resources are aligned to risk and harm reduction and service levels are met.
2. Drive continuous improvement, quality assurance and operational readiness consistent with expectations for tactical leadership and delivery through others.
3. Exercise statutory delegations as Domestic Animals Deputy Registrar and Animal Welfare Inspector, and make high-quality, timely operational decisions with clear reasons and records.

4. Act as contract owner for key partner arrangements: set KPIs, manage performance, risks and assurance, and coordinate improvement initiatives that support the ACT's enforcement and service model.

Business Operations, Finance and Corporate Support

5. Oversee customer support (omnichannel), correspondence/ministerials, finance, procurement, invoicing, asset/fleet and records, ensuring compliance with ACT Government policy, probity and audit requirements.
6. Own business systems and data integrity to support transparent decision-making and open-access obligations with the Directorate FOI team.

Licensing, Permits, Registrations and Accreditations

7. Govern end-to-end licensing and permitting (animal welfare and domestic animals), pet registrations, and assistance-animal accreditations (including registration of trainers/assessors) to ensure lawful, timely, consistent and customer-centred outcomes under legislation.

Policy Development and Regulatory Support

8. Lead animal welfare and domestic animal policy development and operational policy (codes, guidance, SOPs) in partnership with the Animal Welfare Authority and advisory mechanisms.
9. Ensure policy and operational settings reflect Access Canberra's risk-based, outcome-focused regulatory approach.

Facility Operations Supervision and Assurance

10. Provide strategic oversight and assurance of facility operations, ensuring clear standards for animal care, safety, biosecurity and customer experience, as well as maintaining compliant, consistent procedures and records.
11. Lead workforce planning and rostering, safety and wellbeing, escalation pathways for complex animal welfare or customer matters, operational readiness during peaks (e.g., surge in impounds), and integration of facility insights into policy/improvement cycles.

People Leadership, Culture and Wellbeing

12. Lead through senior line leaders (e.g., Assistant Directors), setting expectations, priorities and culture consistent with organisational values and community expectations. Coach and hold direct reports to account for workforce planning, staff development and wellbeing (including exposure to distressing material), and for embedding consistent decision-making, records quality and trauma-informed customer engagement.
13. Build a psychologically safe, high-performance culture; coach emerging leaders; and set consistent standards for reasoning, records, and trauma-informed engagement in emotionally charged circumstances.

Note: While flexible working options are available, it is essential that the role maintains a presence at the facility in line with our hybrid working model.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Substantial experience leading complex, high-tempo public services under broad direction, setting strategy, allocating resources, and delivering outcomes through others.
2. Demonstrated capability to supervise multidisciplinary customer service operations, uplifting standards of care, and ensuring empathetic, reliable services for the community.
3. Extensive experience governing high-volume licensing, registrations and assistance-animal accreditations in a government setting, delivering lawful, consistent and timely decisions.
4. Demonstrated financial stewardship, procurement and contract management (including third-party delivery), with performance assurance and continuous improvement to ACT Government probity expectations.
5. Demonstrated ability to lead policy development (animal welfare and operational), manage stakeholders (including distressed customers and partners) with empathy and clarity, and build a high-performance, values-led culture.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.
- Possession of a Diploma of Government, or ability to obtain within the first 12 months of commencement, is required.
- Possession of a tertiary qualifications in public or business administration or related would be highly desirable.
- This position requires a Driver Licence (Class C) or equivalent.
- This position requires pre-employment psychological testing.
- This position requires a National Police Check prior to commencement.
- This position does not require a Working with Vulnerable People Check or Security Clearance.

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 CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone or radio use	Occasionally
General computer or in-field technology use	Frequently
Extensive keying or data entry	Occasionally
Graphical or analytical based	Occasionally
Sitting at a desk	Frequently
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	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent paid 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	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
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	Frequently
Exposure to potentially distressing case material	Frequently

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally