

Directorate: Infrastructure Canberra

Position Number: P45421

Division: People, Engagement and Operations

Classification: Senior Officer Grade C

Branch: Communications and Engagement

Location: City/ flexible

Position Title: Assistant Director, Foundational and Strategic Communications

Last Reviewed: February 2025

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.

AGENCY 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 core functions include:

- Supporting the planning, and leading the procurement and delivery, 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 Tier 1 and Tier 2 infrastructure projects for 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.

Our strategic priorities are:

- 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 Yindyamarra to respect, honour, be kind, be gentle and be careful in every aspect of our work.

DIVISION OVERVIEW

We are dedicated to fostering a vibrant, inclusive, and collaborative environment across iCBR, our partners, communities and stakeholders. Our mission is to set and drive iCBR's strategic direction with a primary focus on developing, enhancing and implementing communication, engagement, capability, cultural and transformation initiatives across the organisation.

The division is accountable for a range of functions including organisational strategy, transformation and culture, learning and development, industry and industrial relations, communications, stakeholder and community engagement. It develops and implements organisational approaches and ways of working to deliver on strategic priorities and provide the guidance and support for iCBR's people and partners to embed cultural, diversity, equity and inclusion practices into their everyday work.

The division's focus is on building a values-based culture supporting our people and services to be adaptable and dynamic, empowering our people to achieve wellbeing, high performance and collective success through various initiatives including strategy and people plans, capability and learning and development frameworks.

We strive to enhance organisational excellence and maximise value. We drive and incubate innovation and opportunities to challenge the status quo, foster collaboration and communities of practice to embed continuous improvement and learning practices and optimise outcomes.

BRANCH OVERVIEW

Communications and Engagement is integral to fostering transparent and effective communication and engagement within iCBR, with our communities, partners and external stakeholders. The team leads and manages communications, community, and stakeholder consultation and engagement across the project and asset management lifecycles. We coordinate cross-directorate and community reference groups, consultation management, and interfaces with the community in collaboration with development and delivery partners.

We provide centralised communications and engagement expertise and advice, including maintaining a suite of best practice templates and frameworks.

We develop and implement communication strategies, materials, and channels to support whole-of-directorate information sharing and two-way communications. This includes supporting the rollout and implementation of whole-of-directorate and whole-of-government initiatives and priorities. We maintain high-quality and accessible digital channels for both internal and external audiences, ensuring effective and inclusive communication.

We lead a proactive communications program that supports cross-directorate pollination, information sharing, and recognition of our achievements, major milestones, and good news stories. We are the primary lead and coordinator for all media requests, releases, and appearances across the directorate, working closely with partner directorates and Ministerial offices.

POSITION OVERVIEW

This position is part of the Foundational and Strategic Communications team, which is tasked with developing, establishing and managing the key communications systems, channels, processes, tools and operations needed to support Infrastructure Canberra. The team plays a critical role in enabling consistent and effective internal and external communications, engagement activities and stakeholder management across the Directorate.

This position within the team assists with the management and improvement of digital systems and platforms, coordinates photography and videography, and helps with the creation and publishing of digital content.

This position works closely with the Senior Director Communications and Engagement and Director Foundational Communications, and as part of the broader communications and engagement team in Infrastructure Canberra.

WHAT YOU WILL DO

- In collaboration with the Communication and Engagement Director, develop, manage and embed tools and processes that enable and support the consistent and efficient delivery of communications, engagement and stakeholder management across Infrastructure Canberra.
- In collaboration with the Communication and Engagement Director, oversee the management and development of directorate systems and channels including the intranet, websites, and platforms such as Consultation Manager and Campaign Monitor.
- Assist in developing and implementing Infrastructure Canberra's digital strategy.
- Coordinate and oversee photography, drone and video requests as directed.
- Coordinate and oversee the publishing and delivery of internal communications, content and newsletters as directed.
- Create and oversee the development and delivery of digital content in partnership with colleagues and suppliers.

- In collaboration with the Communication and Engagement Director, oversee the delivery of team tasks and priorities, and undertake other duties as required or instructed.
- Support the Public Information Coordination Centre (PICC) in times of a Territory emergency.
- Understand and work within the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect Equity and Diversity (RED) framework.
- This position may involve 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

1. Demonstrated knowledge and experience in developing, enabling and managing digital systems and tools that support communications and engagement, including websites and stakeholder management platforms.
2. High level project and time management skills, including the ability to coordinate the priorities and workload of a small team who need to meet competing priorities, while maintaining high standards and accuracy.
3. Demonstrates strong initiative, flexibility and responsiveness, consistently taking ownership of tasks with a commitment to excellence and accountability.
4. Proven high-level analytical skills and demonstrated sound judgement and experience in stakeholder and issues management.

Behavioural Capabilities

1. Well-developed verbal and written communication skills.
2. Ability to collaborate and negotiate effectively with a range of internal and external stakeholders.
3. Flexible, adaptive and comfortable with a changing working environment.
4. Understanding of, and demonstrated commitment to, the implementation of the ACTPS Values, Code of Conduct, Respect, Equity and Diversity Framework and Workplace Health and Safety initiatives.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

Desirable:

- Relevant tertiary qualifications or a minimum of 5 years' experience working professionally in the fields of journalism, media management, corporate/strategic communications and/or marketing.

- Experience using Stakeholder and Content Management platforms such as Consultation Manager or Squiz Matrix.
- Available for occasional weekend and after-hours work, with access to flex time.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of this 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 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 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	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Never

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