



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P70327

Division: Corporate Services

Classification: SOGC

Business Unit: People and Capability

Location: Hybrid working arrangements
(220LC, Winyu, Bowes Street and work from home)

Position Title: Assistant Director, Workforce
Capability Development

Last Reviewed: August 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 demonstrate the related [signature behaviours](#).

DIRECTORATE OVERVIEW

Digital Canberra leads the ACT Government's technology, digital, data, and cyber security services. We strive to improve the lives of Canberrans through delivering and supporting digital government services that are easy to access, save time, and are safe to use. We achieve this while also looking to the future – making technology investment decisions that will transform Canberra into a genuinely connected city.

Digital Canberra leads the implementation of the [ACT Digital Strategy](#) and [ACT Digital Health Strategy](#), manages ICT infrastructure for our hospitals, schools, and public service, and represents the ACT at national digital, data, and cyber security forums.

Digital Canberra has a diverse workforce across many functions and sites. We have an inclusive culture, and we ensure our people are respected, valued and involved.

DIVISION OVERVIEW

The Corporate Services Group provides a range of strategic, organisational, administrative and human resources functions for Digital Canberra. These include:

- People and Capability
- Ministerial and Government Services
- Communications and Engagement

BUSINESS UNIT OVERVIEW

The People and Capability Branch, part of Corporate Services, partners with leaders and staff across Digital Canberra to enable effective people management and build a high-performing, inclusive workforce.

Our branch delivers strategic advice, programs, and services across two key areas:

Workforce Capability and Inclusion

Focused on building organisational capability and culture through:

- Workforce Strategy and Planning – workforce data, reporting, and analytics.
- Learning and Development – core learning design and delivery, training needs analysis (TNA), capability frameworks and program development.
- Leadership and Capability Development – coaching, leadership programs and capability planning.
- Inclusion and Engagement – initiatives that foster diversity, inclusion and employee engagement.

People and Workplace Health

Dedicated to supporting employee wellbeing and workplace integrity through:

- Employee and Industrial Relations – advice on employment conditions, workplace policy, performance and conduct.
- Workforce Health and Safety – WHS governance, wellbeing programs, injury management and preventative strategies.
- Talent and Workforce Management – attraction, sourcing, recruitment, retention, contractor management and secure workforce initiatives.
- Employee Lifecycle Support – including induction, entry-level programs and business partnering.

POSITION OVERVIEW

This position is part of the Workforce Capability and Development function within People and Capability Branch and is responsible for the delivery of workforce capability initiatives that enhance organisational and individual capability.

The Assistant Director, Workforce Capability Development supports the design, coordination, delivery and continuous improvement of consistent workforce capability approaches, tools, processes and reporting. The role contributes to capability planning, core learning, training needs analysis, learning governance, program development, evaluation and reporting to build a capable, inclusive and future-ready workforce.

In the short term, the role may flexibly support related priority areas, including leadership capability and inclusion initiatives, while the Workforce Inclusion, Capability and Leadership

team matures. The role will help establish consistent approaches, tools and processes that support coordinated workforce capability development across Digital Canberra.

WHAT YOU WILL DO

This role balances strategic workforce capability development with operational delivery. The position contributes to the design and improvement of consistent capability approaches while also leading the practical coordination, administration, reporting and system support required to deliver workforce capability outcomes.

1. Provide specialist advice to executives, managers and business areas on workforce capability, learning priorities, core learning obligations and development needs.
2. Build effective partnerships with internal and external stakeholders to deliver practical workforce capability outcomes.
3. Design, coordinate and improve capability planning, frameworks, learning pathways, governance and evaluation approaches.
4. Lead learning programs and capability projects, including procurement, provider engagement, communications, scheduling and participant management.
5. Lead HRIMS Learning governance, administration, user support, data quality, records, reporting and process improvement.
6. Analyse workforce and learning data to identify needs, inform decisions, evaluate impact and guide improvement.
7. Lead and support staff and project resources, while contributing to related priorities such as leadership capability, inclusion and engagement.

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Experience designing, coordinating or improving learning solutions, including workshops, workplace learning, blended learning, eLearning, learning resources or capability programs.
2. Understanding of contemporary learning practice, including that capability is built through workplace experience, coaching, relationships and formal learning, consistent with the 70:20:10 approach.
3. Ability to use data and evidence to identify capability needs, monitor learning outcomes, report on impact and support continuous improvement, including return on investment where appropriate.

4. Ability to use, administer or quickly learn digital learning, HR and reporting systems, such as HRIMS Learning / SAP SuccessFactors, Power BI, Microsoft 365, Articulate 360 and related tools, to support learning governance, records, reporting and continuous improvement.

Behavioural Capabilities

1. Strong interest in continuous learning and improvement, with curiosity, initiative and a willingness to learn new systems, processes and approaches.
2. Ability to build effective relationships and provide practical advice to managers, staff, subject matter experts, learning providers and other stakeholders.
3. Strong communication, judgement, coordination and problem-solving skills, with the ability to manage competing priorities, influence practical outcomes and deliver quality work in a changing environment.

Compliance Requirements

1. A relevant tertiary qualification or demonstrated equivalent experience in organisational development, learning and development, workforce capability, human resources, education, psychology, business, public administration or a related discipline is highly desirable.
2. A train-the-trainer, facilitation, assessment, eLearning or instructional design qualification would also be well regarded.

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 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*	Occasionally

**Note: the position works in an Activity Based Work (ABW) environment. Under ABW arrangements, staff do not have a designated workstation/desk.*

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	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)	Frequently
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	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	Occasionally

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	Never
Personal Protective Equipment (PPE) required	Never