POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Division: Communications and Engagement

Business Unit: Strategic Communications, Research and Engagement

Position Title: Assistant Director, Engagement

Position Number: 59258

Classification: SOG C

Location: City

Last Reviewed: September 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).

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 demonstrate the related signature behaviours.

DIVISION OVERVIEW

The CMTEDD Communications and Engagement (C&E) Division plays a crucial role in keeping the community informed about government activities and enhancing the quality of life for Canberrans. Our work is centered around the principle of 'One Government, One Voice', and we achieve this through a consistent tone of voice across our various channels and platforms, as well as presenting information in a coherent and consistent way.

Our focus is making sure our public information campaigns and engagements are well-targeted and effective, so that Canberrans know how to access services, have the information they need to actively participate in decision making and experience us as a trusted source of information in the community.

Our division also plays a key role in Emergency Communications via the Public Information Coordination Centre (PICC) which is stood up to coordinate the development, clearance and delivery of information through multiple channels for emergencies in the ACT.

Further information about our division and the work we undertake can be found at https://www.act.gov.au/directorates-and-agencies/chief-minister-treasury-and-economic-development-directorate/communications-and-engagement.

ENGAGEMENT TEAM

The Engagement team sits within the broader Strategic Communications, Research & Engagement team within CMTEDD C&E. We play a central role in supporting whole of government (WhoG) engagement efforts to ensure that Canberrans are informed, involved and empowered to contribute to government decision making.

CMTEDD Engagement is responsible for setting the WhoG framework which guides community engagement practice across the ACTPS. This includes managing *YourSay Conversations*, the ACT Government's digital platform where the Canberra community can share their views on a wide range of policies, programs and initiatives.

We also support teams across government, offering advice and guidance on the design, development and implementation of community engagement activities.

Our team contributes to fostering a culture of collaboration and capability-building across the ACTPS. We support WhoG engagement practices and promote innovation in digital community engagement. We encourage community engagement initiatives across government to be designed and delivered in a consistent, effective and community-informed way.

POSITION OVERVIEW

We are looking for an experienced engagement professional to step into a dynamic role within CMTEDD Communications and Engagement as Assistant Director, Engagement.

As Assistant Director, and working closely with the Director, Engagement, you will play a key role in supporting the ACT Government's commitment to building stronger relationships with the community and helping provide opportunities for Canberrans to contribute to decisions that affect their lives. This role involves working collaboratively with other practitioners across the ACTPS to improve engagement practices, foster cultural change, and embed a more consistent and responsive approach to community involvement.

In this role, you will contribute to the implementation of a refreshed WhoG Engagement Framework, support key strategic projects, and contribute to fostering strong engagement practice and governance and enhance capability across government. Your work will include producing high-quality tools, resources and content to support evidence-based engagement, as well as coordinating reporting and analysis to inform whole-of-government efforts.

We are looking for a candidate with demonstrated experience in community engagement, communications or public participation, and a strong understanding of government processes. You will bring excellent leadership and relationship management skills, and the ability to manage multiple projects in a fast-paced environment. A collaborative approach, strong organisational skills, and a passion for improving how government engages with the community are essential.

This is a unique opportunity to contribute to engagement practice across government and support how we listen to, involve and respond to the Canberra community.

This is a full-time position on a 12-month contract, with possibility of extension and /or permanency.

WHAT YOU WILL DO

Reporting to Director, Engagement and under limited direction, you will:

1. Coordinate and implement the delivery of the WhoG Engagement Framework, including guidelines, templates, and processes that support consistent and effective engagement.
2. Provide advice to government teams on how to plan, design, deliver and evaluate community engagement activities using research and evidence-based approaches.
3. Support engagement efforts across government, by identifying opportunities to improve coordination and more efficient and effective connection with the Canberra community.
4. Contribute to key engagement projects by advising on strategy, tools, reporting, and evaluation.
5. Contribute to building engagement capability across the ACTPS by leading a community of practice, sharing knowledge, and supporting professional development.
6. Supervise a small team responsible for supporting the government's online engagement platform (*YourSay Conversations*) and managing public enquiries.
7. Support emergency communications by contributing to the Public Information Coordination Centre (PICC) during Territory emergencies.
8. Other duties as required.

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 skills and professional experience in leading community and stakeholder engagement activities, and the ability to manage all aspects of implementation.
2. Comprehensive knowledge of best practice communications and engagement models and applying an audience-first lens informed by research, insights, and evaluation.
3. Demonstrated experience in managing projects and delivering outcomes across multiple stakeholders, including activities and materials that demonstrate an understanding of accessibility, diversity, and inclusion.

Behavioural Capabilities

4. Ability to build and maintain productive stakeholder relationships to achieve organisational objectives.
5. Experience in people management and the ability to guide, mentor, and supervise staff.

6. Ability to adapt to changing circumstances and successfully manage multiple priorities and demands.
7. Demonstrated ability to deliver a high standard of client service to the community and other stakeholders.

Compliance Requirements / Qualifications

- Qualifications in engagement, communications, public policy, stakeholder engagement or a related discipline.

- Accreditation or qualifications under the Engage Institute (formerly the International Association of Public Participation (IAP2)) is highly desirable.

- 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.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director, Engagement (position number 59098) 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.

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 *– Activity based work environment*	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Occasionally
Peaks and troughs	Frequently
Frequent overtime	Occasionally
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	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+	Occasionally
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
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	Occasionally
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