



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P52982

Division: Planning, Design & Digital

Classification: SOGB

Business Unit: ACT Digital

Location: Hybrid working arrangements (220 London Circuit Canberra City Activity Based Working (ABW) environment and work from home)

Position Title: Director, Identity and Digital Service Policy

Last Reviewed: September 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 as 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

Planning, Design and Digital Group plays an important strategic role in realising the ACT Government's vision to transform Canberra into a genuinely connected city.

The group manages the Government's technology investment framework and pipeline, undertakes research and analysis to develop digital policy, provides business analysis and ICT architecture and design services for key Government ICT initiatives. As part of this work, the group is responsible for planning and delivering major ACT Government ICT programs and ensuring good project governance through an Enterprise Portfolio Management Office (EPMO) as well as driving the digital transformation of ACT services by implementing digital identity solutions that empower our community to access services online, anytime.

BUSINESS UNIT OVERVIEW

ACT Digital

The ACT Digital Program aims to simplify and enhance digital service delivery for the citizens and businesses of Canberra and the greater ACT region, reducing the need for physical visits and complex website navigation. The program supports various transformation projects across the government, addressing people, process and technology aspects of change.

The ACT government is driving a progressive agenda to firmly place Canberra as an even more attractive city to live, work, study, do business and invest in. Central to this ambition is for Canberra to be the city that gives you back time, where interactions with government are quick, seamless and secure for all citizens and businesses. This means services that are easy and safe for the citizen, truly digital – simply accessible anywhere, anytime, any device – and which leave no-one behind.

We have a whole-of-government remit, supporting the successful implementation of a suite of transformation projects across ACT government which traverse people, process and technology change.

As part of our remit, we:

- Maintain the whole of government digital services platform and ACT Digital Account, including citizen identity verification capability.
- Develop and support Government Critical Applications including the ACT Transport Licencing and Registration system (rego.act)
- Deliver ACT Government services through a contemporary, seamless digital experience.
- Partner with our Directorate colleagues to design and transform services to meet the needs of citizens.
- Facilitate and embed end to end design thinking where the user experience is central and;
- Provide strategic direction, policy and advice on digital identity verification, including supporting the National Data and Digital agenda, and Driving the ACT Government's Digital Strategy.

POSITION OVERVIEW

The Director, Identity and Digital Service Policy provide strategic leadership for whole-of-government digital identity and digital service policy. The role sets policy direction and governance, leads the development of ACT Digital Account policy and operational frameworks, and provides assurance that digital identity functions align with legislative, privacy and technical requirements. It advises the Digital Canberra Executive and senior stakeholders on complex and emerging issues, provides direct support for Territory representatives in national and cross-jurisdictional forums, and influences reforms and initiatives affecting digital identity, verifiable credentials and digital service transformation. The Director may lead policy contributions within multidisciplinary project teams and foster partnerships across government to deliver secure, inclusive and citizen-focused services that improve interactions between the ACT Government, the community and businesses.

The position offers flexible working arrangements, primarily from home, with some work at the Government Office Building in Civic and occasional meetings at agency locations across the ACT. The Civic office uses an activity-based working environment, so staff are not allocated permanent desks.

WHAT YOU WILL DO

Under general direction, the Director, Identity and Digital Service Policy will:

1. Lead whole-of-government policy development and provide strategic advice on digital identity, verifiable credentials, the ACT Digital Account and related digital service reforms.
2. Set policy direction and governance arrangements, translating legislation, government priorities and community needs into practical frameworks, standards and operational guidance.
3. Oversee assurance activities to support compliance with relevant legislative, privacy, security and technical requirements, and advise executives on material risks, issues and obligations.
4. Prepare and quality-assure executive and government materials, including briefings, reports, Cabinet submissions, consultation papers and policy proposals.
5. Represent and position the Territory in national and cross-jurisdictional forums, build productive partnerships, and influence reforms affecting digital identity and digital service delivery.
6. Develop high-quality, evidence-based policy advice and promote an inclusive, collaborative culture of continuous improvement focused on secure, accessible and citizen-centred outcomes.

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. Demonstrated expertise in developing and implementing strategic policy, governance frameworks and evidence-based advice in a complex government environment.
2. Highly developed written and verbal communication, negotiation and facilitation skills, including the ability to provide influential advice to executives and produce high-quality government and Cabinet material.
3. Demonstrated ability to work across organisational and jurisdictional boundaries, build productive partnerships and represent government interests in senior forums.

Behavioural Capabilities

1. Provides strategic leadership, exercises sound judgement and remains accountable for delivering high-quality outcomes in a complex and changing environment.
2. Builds an inclusive, collaborative and high-performing culture, supporting staff development and constructive engagement with diverse stakeholders.
3. Drives innovation and continuous improvement while modelling ACTPS values, integrity and signature behaviours.

Compliance Requirements

1. Relevant tertiary qualifications in public policy, law, public administration, digital government, information management or a related discipline are highly desirable.
2. Knowledge of digital identity and service policy, including relevant privacy, assurance, legislative and technical frameworks, is highly desirable.