CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Director

Classification: SOG B

Position number: P59224

Group: Corporate Services

Branch: Data, Projects and Improvement (DPI)

Business unit: Business Improvement

Location: Dickson

Reports to: Senior Director (SOG A)

Date last reviewed: 23 September 2026

Position requirements: N/A

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. 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

The Corporate Services Group (the Group) supports all areas of CED to deliver connected and effective services to the ACT community. The Group is responsible for promoting good governance across all operations, safeguarding the safety, health and wellbeing of employees, and managing essential frameworks for people, finance, ICT, legal and governance. In addition, it drives continuous process improvements and provides vital support to our ministers, enabling them to deliver on strategic priorities.

These responsibilities are carried out through two divisions within the Group: the Chief Operating Officer (COO) group overseas operational efficiency and service delivery; and the Strategic Finance Division manages financial planning and accountability to ensure resources are allocated effectively.

The COO Division is a fast-paced work environment with direct responsibility for: communications, engagement and media; governance, ministerial and coordination; people, safety and culture; and data, projects and business improvement.

The **Data, Projects and Improvement Branch** (DPI) enables strategic, data-driven and customer-centred transformation across CED. It provides the capability, governance and tools required to manage key projects reliably and transparently, build and steward high-quality data and insights, drive continuous improvement, innovation and automation, and ensure benefits are realised and embedded in business operations.

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.

We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive and engage on projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?" and "what could be done better?"

What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Canberra community.
- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise.
- A flexible workplace with brand new, state of the art accommodation enabling activity-based work in a fun and creative environment.

BUSINESS UNIT OVERVIEW

The Business Improvement team plays an important role in providing a centralised capability to identify problems, develop and prioritise solutions. The team manages a wide-ranging program identifying opportunities across service, system, process, financial and legislative settings to support CED and its workforce now and in the future.

POSITION PURPOSE

As a Director you will provide strategic leadership and direction for a complex program of work that supports CED to achieve its priorities, objectives and long-term outcomes. You will be responsible for driving organisational performance, continuous improvement and transformational initiatives that deliver sustainable benefits for the Directorate, government and the Canberra community.

Operating with a high degree of autonomy, you will lead the development and implementation of strategic initiatives, provide authoritative advice to senior executives and government stakeholders, and ensure effective governance, risk management and program oversight. The role offers the opportunity to influence policy, regulatory and service delivery outcomes, champion innovation and reform, and contribute to shaping a sustainable, safe and liveable Canberra.

You will foster strong partnerships across government, industry and the community, build organisational capability, and lead a team to deliver complex outcomes in a dynamic and evolving environment.

DUTIES / RESPONSIBILITIES

As a Director you will contribute to the leadership and direction of the business area. With support of the Senior Director, you will lead and be accountable for the delivery of a complex and diverse program of work, ensuring alignment with Directorate and Government priorities, and providing authoritative advice to senior executives and key stakeholders. The role requires the ability to navigate complex issues, drive organisational outcomes, manage strategic risks, and influence decision-making across a broad stakeholder environment. You will also undertake broader leadership responsibilities as required, including leading multidisciplinary teams, overseeing significant projects and programs, and fostering a high-performance culture focused on collaboration, innovation and continuous improvement.

The Director will be responsible for:

- Providing strategic leadership and oversight of programs of work, ensuring alignment with Directorate priorities, government objectives, and emerging business needs;
- Leading the delivery of complex and high-profile initiatives, providing authoritative advice, direction and recommendations to senior executives on critical issues, risks and opportunities;
- Driving a culture of evidence-based decision-making through rigorous analysis, governance and performance monitoring to support effective organisational outcomes;
- Overseeing the preparation of high-quality strategic briefs, executive correspondence, reports and recommendations for senior executives, ministers and other key stakeholders;
- Building and maintaining productive partnerships across the Directorate, government, industry and other stakeholders to influence outcomes, resolve complex issues and deliver shared objectives;
- Leading and championing business improvement, reform and innovation initiatives that enhance organisational capability, efficiency, governance and service delivery;
- Providing strategic governance and executive oversight of program administration, including leadership of secretariat functions for boards, committees and executive forums as required;
- Exercising sound judgement and strategic decision-making in a complex and dynamic environment, effectively balancing competing priorities, managing organisational risks and ensuring the achievement of business outcomes;

- Leading, developing and empowering multidisciplinary teams, fostering a high-performance culture that promotes accountability, collaboration, innovation and continuous improvement;
- This position involves direct supervision of a small team and will involve working across a range of branches across the Directorate; and
- Modelling Activity Based Working behaviour, understanding and working 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 framework.

SELECTION CRITERIA (CAPABILITIES)

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

Skills – the skills you have, based on your qualifications and previous experience, to fulfil the duties/responsibilities of the role:

1. Demonstrated ability to lead and develop high-performing teams, fostering a culture of accountability, collaboration, and continuous improvement within complex environments.
2. Extensive experience leading complex programs, projects, improvement initiatives or organisational reforms, with a proven capacity to deliver.
3. Demonstrated ability to analyse and resolve complex issues, exercise sound judgement and make evidence-based decisions in environments characterised by ambiguity, competing priorities and organisational risk.
4. Highly developed communication, negotiation and influencing skills, with the ability to provide authoritative advice and build commitment across diverse stakeholder groups.

Knowledge – the knowledge you have, based on your qualification and experience, that will enable you to perform the duties/responsibilities of the role to a high standard:

5. Demonstrated understanding and application of contemporary governance, strategic planning, risk management, program and project management frameworks.
6. A developed understanding of the policy, regulatory and operational environment in which government operates.

Behaviour – how well you will fit into the team, Branch, CED and ACT Government based on the ACT Government Signature Values and Behaviours and the Culture described in the Directorate and Division Overview:

7. Demonstrated ability to build and maintain trusted, productive relationships and strategic partnerships across government, industry, community and stakeholder groups to achieve shared outcomes.
8. 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.

- This position **does not** requires a pre-employment medical.
- This position **does not** require a Working with Vulnerable People Check.
- This position **does not** require a Security Clearance.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director (position number P59224) 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 use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation ***The position in an activity based work environment***	Never
STANDARD HOURS	**FREQUENCY**
Flexible working hours (access to flex time)	Frequently
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)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Never
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	Occasionally

Lifting 10kg+	Never
Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
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	Occasionally