



POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Division: Office of Industrial Relations and Workforce Strategy

Group: Work Safety Group

Business Unit: Strategy and Services Branch

Position Title: Senior Director, ACTPS Workers Compensation Performance

Position Requirements: Nil

Position Number: P71962

Classification: SOGA

Location: 220 London Circuit, Canberra City

Last Reviewed: September 2026

DIRECTORATE OVERVIEW

The Chief Minister, Treasury 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), to ensure that it is well positioned to perform its role.

DIVISION OVERVIEW

Office of Industrial Relations and Workforce Strategy (OIRWS) is responsible for ACT public sector employment legislation and conditions. It also provides advice to Government and develops policy and legislation in areas involving the relationship between employers and workers in the ACT, including industrial relations and human resource management.

Office of Industrial Relations and Workforce Strategy is also responsible for whole-of-government programs such as Graduate recruitment; Respect, Equity and Diversity Framework; and the Performance Framework.

GROUP OVERVIEW

The Work Safety Group is responsible for:

- management and prevention of workplace injuries and workers' compensation self-insurance arrangements for the ACT Public Sector;
- management of the ACT private sector workers' compensation Scheme (the Scheme) - including policy, legislation and the supervision of the ACT Default Insurance Fund;

Senior Director, ACTPS Workers' Compensation Performance

- the provision of health and safety services and safety system improvement programs to ACT government directorates;
- the provision of advice and development of legislation on industrial relations (including workplace health and safety, dangerous substances and asbestos, workers' compensation, workplace privacy, labour hire licensing, portable long service leave and the Secure Local Jobs);
- administration of the Secure Local Jobs Code; and
- leads the ACT's contribution to the national harmonisation of work health and safety and workers' compensation laws.

BUSINESS UNIT OVERVIEW

The Strategy and Services Branch conceptualises, designs, implements and evaluates an integrated and contemporary program of work to optimise the health, safety and wellbeing of ACT public sector employees.

The ACTPS Workers' Compensation Performance team is a multidisciplinary team providing strategic advice and operational support for ACT Public Sector workers' compensation arrangements. The team oversees systems, governance, data and performance frameworks for the Strategy and Services Branch of the Work Safety Group.

The team also provides a range of enabling services including program design, procurement, contract management and communication and engagement services.

The team enables the effective management of workplace health and safety risks, workers' compensation outcomes and self-insurance obligations that contributes to a safe and healthy public sector workforce.

POSITION OVERVIEW

The Senior Director, ACTPS Workers' Compensation Performance provides strategic leadership and oversight of a multi-disciplinary portfolio encompassing Data and Analytics, Systems, and Self Insurance arrangements for the ACT public sector and the ACT private sector workers' compensation scheme where relevant to data, systems, performance and regulatory oversight.

The role is accountable for ensuring robust governance, performance, risk and compliance frameworks underpin service delivery and statutory obligations, including accountability for the ACT Public Sector Workers' Compensation self-insurance licence.

The position plays a critical leadership role in enabling evidence-based decision making, ensuring fit-for-purpose systems and data capability, and maintaining the integrity, sustainability and compliance of self-insurance and prudential arrangements.

The Senior Director reports to the Executive Branch Manager to achieve whole-of-government outcomes.

WHAT YOU WILL DO

The Senior Director, ACTPS Workers' Compensation Performance will:

- provide professional and responsive support and advice to the WSG executive leadership;
- lead the development of WSG's information and business solutions strategy to support the ACT in meeting injury management and work health and safety objectives and responsibilities;

- provide strategic direction and contribute to the administration and development WSG ICT systems including systems supporting workers' compensation claims management, regulatory oversight, performance monitoring and data analytics for both public and private sector schemes;
- Manage day-to-day contract administration and performance monitoring of claims and work rehabilitation service providers, including tracking service delivery outcomes, KPIs and compliance with contractual requirements ensuring alignment with scheme objectives, regulatory requirements and governance frameworks.
- build and maintain strong relationships across directorates and external stakeholders developing a high-performance and client-focused service culture in the business unit;
- Contribute to procurement, contract variations and market engagement activities in line with ACT Government procurement and governance frameworks.
- Act as a key liaison point with internal and external stakeholders, including ACT directorates, service providers, central agencies and regulators, on policy, contract and operational matters relating to data, systems, performance, compliance and scheme oversight.
- participate in corporate initiatives from business unit to whole-of-Government level and assist with the effective and efficient management of the business unit; and
- represent the ACT Government and the Group as required.

This position involves direct supervision of 5 staff across 3 teams.

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 ability to provide high-level, professional and responsive advice to executive leadership on complex operational, policy and governance matters, including the capacity to assess risks, identify issues and develop practical, evidence-based recommendations.
2. Proven experience leading or contributing to information, systems and business solutions initiatives that support data-driven decision making, service delivery outcomes and organisational objectives. This includes an understanding of data, analytics and ICT environments, and their role in performance, compliance and reporting.
3. Strong experience in contract and commercial management, including oversight of day-to-day contract administration and service provider performance. This includes monitoring KPIs and service delivery outcomes, ensuring contractual compliance, and supporting procurement processes, contract variations and market engagement activities in line with government frameworks.
4. Demonstrated experience working with or overseeing workers' compensation data, systems or regulatory environments in either public sector self-insurance or private sector scheme contexts, including performance monitoring, reporting and compliance.

Behavioural Capabilities

1. Demonstrated leadership capability, with the ability to lead and manage multidisciplinary teams, build workforce capability and foster a high-performing, client-focused and values-driven culture.

2. Highly developed stakeholder engagement and relationship management skills, with the ability to build trust and credibility across government, central agencies, service providers, regulators and other key stakeholders.

Compliance Requirements / Qualifications

- Relevant tertiary qualifications in a discipline such as procurement and contract management, or a related field, or equivalent demonstrated experience at a senior level.
- Demonstrated knowledge of, and commitment to, the ACT Public Service values, Code of Conduct and governance requirements, including ethical decision-making and accountability.
- Ability to meet the requirements of the role, including direct supervision of staff across multiple teams and participation in whole-of-government initiatives.
- This position does not require a pre-employment medical
- This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Director, ACTPS Workers' Compensation Performance (position number P71962) 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	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation *Please note this is a position in an activity based working environment	Occasionally

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)	Frequently
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	Frequently
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Occasionally
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	Occasionally

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