CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Director

Classification: SOGB

Position number: P18911

Division: Access Canberra

Business unit: Service Delivery and Engagement

Location: Dickson, Flexispace, Hybrid - as required

Reports to: Senior Director

Date last reviewed: September 2026

Positon requirements:

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

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

At Access Canberra, we are all about giving people easy access to ACT Government regulatory services, payments and information while offering great customer experience. We help

community organisations, business and individuals work with the ACT Government and constantly look for new ways to deliver our services.

Access Canberra is unique to the ACT Government; we work across many different regulatory and customer service areas to support the delivery of regulatory reform and red tape reduction, drive government priorities and implement new initiatives. We actively engage in a risk and harm approach to compliance across a broad range of industry sectors to build a strong economy, safe community and sustainable environment.

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 projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?"

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 enabling activity-based work in a fun and creative environment.

BUSINESS UNIT OVERVIEW

The Access Canberra Contact Centre provides a whole-of-government service to callers, across a broad range of information, payments, services and emergency support. The Contact Centre delivers quality customer service for various business functions on behalf of the ACT Government, including road transport and municipal services, as well as a referral service for callers. The Access Canberra Contact Centre also delivers emergency information to the community on behalf of the ACT Emergency Services Agency (ESA) and assists ACT State Emergency Service (SES) callers in times of need. The Contact Centre operates extended hours, with 24 hour back-up support as required.

POSITION PURPOSE

The Contact Centre Director is responsible for the day-to-day leadership, operation and management of a high-volume, fast-paced Contact Centre with over 50 staff. The role is accountable for leading the delivery of high-quality and responsive customer service interactions via phone.

In support of your Executive leadership, you will lead the Contact Centre management team to drive a positive team culture with a focus on clear expectations, continuous improvement, ensuring resourcing, processes and technology are aligned to customer expectations, and performance targets are met.

DUTIES / RESPONSIBILITIES

- Under broad direction, lead the operations of the Contact Centre including the achievement of customer service outcomes and key performance targets.
- Manage the allocation of budgeted financial resources including maintaining staffing levels, identifying and implementing efficiencies in business processes, and identifying means of increasing Contact Centre revenue (as appropriate).
- Manage the strategic development of the Contact Centre including liaising with other ACT Government stakeholders to assess and implement new Contact Centre information and transaction services (as appropriate).
- Manage Contact Centre projects at a branch, Directorate and whole-of-government level as required.
- Maintain full readiness and operating procedures to enable the Contact Centre to respond to emergency situations and public information dissemination.
- Lead and develop the Contact Centre leadership team to achieve high-quality customer service delivery measured by regular customer satisfaction surveys.
- Lead, develop and support the Contact Centre leadership team to proactively manage employee performance, satisfaction and wellbeing, and confidentally undertake formal performance management processes as required.
- Ensure present or emerging issues are escalated promptly to the Executive for awareness and/or action.
- Accountability for ensuring a safe and equitable working environment, including the appropriate management of flexible working arrangements and work-related injuries.
- Participate in a rotating on-call roster.
- Perform other tasks related to the business outcomes of Access Canberra as required.

SELECTION CRITERIA (CAPABILITIES)

Demonstrate your **experience, skills and behaviours** (using examples) against the duties and responsibilities outlined above aligned with selection criteria.

1. In alignment with the strategic direction of the ACT Government and Access Canberra, demonstrated ability to lead a Contact Centre operation and meet performance targets and expectations.

2. Demonstrated ability to lead a Contact Centre to deliver excellence in customer service inline with service frameworks, charters and policies.

3. Demonstrated ability to support and develop a Contact Centre leadership team's capabilities.

4. Excellent communication skills, including consultative and negotiation skills, and a demonstrated ability to lead sensitive performance conversations.

5. Ability to build and foster collaborative working relationships with internal and external stakeholders.

6. Demonstrated commitment to and role-modelling of ACTPS Values and Signature Behaviours, and a proven commitment to ACT Government Work Health and Safety policies and practices.

REQUIREMENTS / QUALIFICATIONS

Essential:

- Experience in Call or Contact Centre management is essential.

- 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 Director (position number 18911) 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation* **The position in an activity based work environment*	Occasionally

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 (ADOs)	Never

Peaks and troughs	Frequently
Frequent paid overtime	Frequently
Rostered shift work	Occasionally

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	Frequently
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
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	Never
Frequent travel – driving	Never
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	Occasionally
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never