



Australian Government

Comcare

# Job information pack

## Director, Regional Operations ACT

Executive Level 2

\$154,708 to \$175,555 per annum plus 15.4% superannuation

Canberra ACT



## Position details

Job reference	VN-0767045
Classification	Executive Level 2
Employment status	Ongoing and Non-ongoing A merit pool may be created and used to fill similar ongoing and non-ongoing vacancies.
Working hours	Full time
Group	Regulatory Operations
Team	Regional Operations
Location	Canberra ACT
Eligibility and conditions of employment	<p><b>Citizenship:</b> Under section 22(8) of the <i>Public Service Act 1999</i>, employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise, in writing.</p> <p><b>Security clearance:</b> Ability to obtain and maintain a Negative Vetting 2 security clearance.</p> <p><b>Specific conditions:</b></p> <ul style="list-style-type: none"><li>• The successful applicant will be required to complete mandatory training or qualifications as prescribed in Comcare and ROG policy.</li><li>• Ability to travel intra and interstate regularly, including overnight absences is required.</li></ul> <p>For further information on eligibility and conditions of employment, please visit our <a href="#">Careers</a> page.</p>
Applications close	Sunday, 1 March 2026 at 11:59pm (Australian Eastern Daylight Time)
Contact officer	Please contact <a href="mailto:Recruitment@comcare.gov.au">Recruitment@comcare.gov.au</a>

## About Comcare

At Comcare, our purpose is to *promote and enable safe and healthy work*. We have several important core roles as a regulator, scheme manager, insurer and claims manager. We also have essential enabling roles, focused on supporting education, engagement and better practice approaches to health and safety, injury recovery and return to work, and the capability and capacity of our own workforce.

We are *committed to building and fostering a capable, engaged and high performing workforce* that is trusted and passionate about achieving better work health and safety outcomes for Australians.

## About the team

The Regulatory Operations Group (ROG) has responsibility for achieving safer and healthier workplaces within its jurisdiction. As an effective national regulator, it does this by promoting continuous improvements in work health and safety and monitoring and enforcing compliance with the law.

Using a contemporary risk-based approach, the Group plans and implements an integrated program of continuous improvement and compliance activities to target issues or entities across the jurisdiction that pose the most significant risk to health and safety of workers.

The Regional Operations Team is the service delivery arm of the Regulatory Operations Group and administers the *Work Health and Safety Act 2011* (WHS Act) through a variety of prevention, assurance and enforcement activities including:

- Providing information and advice to raise awareness and promote compliance with the WHS Act.
- Workplace inspections to monitor and enforce compliance with the WHS Act.
- Contribute to investigations where a judicial outcome may be warranted.

Prevention of harm is a key focus through targeted intelligence driven stakeholder engagement and education programs.

## The opportunity

Working closely with Senior Director National Operations, other Directors and key stakeholders, the Director Regional Operations will have overall responsibility for planning and managing regulatory service delivery for their designated region and leading and managing designated Group strategic priorities and/or risk based regulatory programs. This will include:

- Participating as an active and collaborative member of the Leadership Team to shape and deliver the strategic objectives and business goals of the Group.
- Modelling the APS and Comcare values.
- Developing, coaching and mentoring employees, managing performance and fostering a

collaborative culture within Comcare.

- Maintaining community partnerships with employers, workers, their families, unions and advocates, police and ADF, industry regulators and WHS regulators.

The role executes delegations under the *WHS Act and Work Health and Safety Regulations 2011* relating to powers and evidence collection.

The Director, Regional Operations responsibilities are:

- Lead and manage a regional team to achieve corporate and business plan outcomes and deliver high quality regulatory services.
- Provide strategic leadership and direction to a regional team in relation to complex regulatory matters and ensure quality decision making consistent with legislation and regulatory policies and procedures.
- Develop and maintain an extensive understanding of Comcare's responsibilities, strategic objectives and operational outcomes, including how the agency impacts the wider political and community context.
- Proactively identify and manage strategic and operational risks and escalate appropriately, including the provision of high-level advice to the Comcare executive and CEO.
- Contribute to the design and implementation of regulatory strategy and approach including identification of priorities and applicable regulatory responses, as well as allocation of appropriate resourcing across their jurisdiction (be it geographically based or specific strategic priority).
- Deliver, manage and evaluate complex programs, projects and initiatives with a focus on achieving outcomes and leading continuous improvement and change.
- Engage productively with stakeholders (be it geographically based or specific strategic priorities) to progress continuous improvement and regulatory outcomes.
- Model effective people management and drive high performance and development of employees in a regional team.
- Develop budgets and manage finances, contracts, procurement and expenditure within the team.
- Provide pastoral care to all employees based in a regional office if applicable.

## Our ideal candidate

As our ideal candidate, you will have the following skills and capabilities:

1. Demonstrated ability to lead a regional team to deliver quality regulatory outcomes and build a culture of collaboration and continuous improvement.
2. Extensive experience within a regulatory framework and a regional operations delivery environment with a demonstrated ability to apply this strategically to deliver, manage and evaluate complex programs, projects and initiatives to achieve quality regulatory outcomes.
3. Demonstrated ability to identify and manage strategic and operational risks in a regulatory environment and escalate appropriately.
4. Excellent communication skills and proven ability to negotiate with influence, resolve conflict and provide high level advice and briefings.
5. Demonstrated ability to identify, build and manage relationships and stakeholder engagement in order to deliver regulatory priorities and outcomes.

## Desirable qualifications and experience

- Diploma of Work Health and Safety, Diploma of Government Investigations, Diploma of Government (Workplace Inspection) or similar qualification.

## Work environment.

Comcare is committed to providing a safe, supportive and respectful workplace that prioritises physical as well as psychological health, safety and wellbeing.

In performing the duties of this position, employees may be exposed to potentially distressing material/events, requirement to work outside standard working hours on rare occasions and work related interstate travel.

Staff are provided with support, training, flexible work options, a strong leadership group and access to the Employee Assistance Program to help manage these requirements.

Please consider these requirements when submitting your application. If you have any questions on the nature of the work and requirements of the position, please reach out to the contact officer.

## How to apply

If you are interested in this opportunity, please apply through Comcare's [Current Vacancies](#) website. In your application, you will be asked to do the following:

- **Attach a Statement of Claims:** In your Statement of Claims, tell us in approximately **750 words (not exceeding one page)** why you are applying for this role and how your skills, knowledge and experience address the requirements of the role. Make sure you highlight relevant examples that demonstrate your ability to perform the role and ensure you reference the **skills and capabilities outlined in the 'Our ideal candidate' section**.
- **Attach your resume:** Your resume does not need to include a cover letter as this information should be included in your Statement of Claims. Ensure your resume is **four pages maximum**.
- The contact details of **two referees**, one of which should be your current supervisor.

We welcome candidates from within or outside of the Australian Public Service to apply. When writing your application, we encourage you to consider the [APS Work Level Standards](#), which differentiates between the work expected (i.e. responsibilities and duties) at each classification level.

The Australian Public Service Commission also has guidance on applying for jobs in the Australian Public Service, including suggestions on how to write your pitch using the [STAR Model](#).

## Benefits of working with us

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### We care about making an impact

Make a meaningful contribution to the health and safety of workers nationwide. We design and deliver innovative and prevention focused initiatives that promote and enable safe and healthy work, including strategies to address psychosocial hazards.



### We care about you

We value flexibility and diversity. We celebrate our inclusive workplace and provide leave for community volunteer work or activities related to employees' cultural background. All employees have access to a health and wellbeing reimbursement and can use Employee Assistance programs.

We have generous leave provisions with four weeks annual leave, plus additional paid leave over Christmas and New Year, personal/carer's leave and leave for cultural or ceremonial events.



### We care about each other

We role model a culture founded on respect and inclusion. Our commitment to safety is reflected in policies that prioritise employee well-being. We recognise your individual needs and provide adaptable work arrangements to foster work-life balance, including work from home and office arrangements, and flex time for employees up to and including the APS6 level.



### We care about growing your career

We invest in your career development through a range of learning options, including formal training courses, on-the-job training, support for continued professional development, financial support for work-related study, coaching and mentoring and a year-round calendar of professionally facilitated courses. We foster an environment for you to achieve career goals.



### We care about recognising your contribution

We recognise and reward your contribution and commitments to outstanding work. You will experience great working conditions including competitive salaries with 15.4% superannuation, generous leave conditions, modern amenities, and flexible working arrangements. Our annual CEO Awards are one of the ways we formally recognise outstanding achievements.

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For more information about what we offer, please read our [Comcare Enterprise Agreement 2024-2027](#).

## Merit pool

This selection process may be used to establish a merit pool. The merit pool might be accessed to fill vacancies for similar roles in Comcare or across the broader Australia Public Service over the next 18 months.

## RecruitAbility scheme

Comcare is committed to supporting the employment and career development of people with disability. Our participation in the [RecruitAbility scheme](#) means you will be progressed to the next stage of the selection process if you declare you have a disability, opt into the scheme and meet the minimum requirements for the position.

Please indicate in your application if you wish to opt into the RecruitAbility scheme.

## Diversity and inclusion

The range and nature of work in Comcare requires a workforce that reflects our diverse society. We are an inclusive employer and actively encourage and welcome applications from Aboriginal and Torres Strait Islander people, people with disabilities, people from diverse cultural and linguistic backgrounds and mature-age people. We are committed to providing an environment that values diversity and supports employees to reach their full potential. If you require any reasonable adjustments to support you, should you be invited to the next stage of the selection process, please indicate this in your application.

