



Position Description

Position title:	Head of Policy and Transition – DTS
Entity:	Austroads
Division:	New Programs and Services
Job Type:	Full – time (1.0 FTE)
Location:	Austroads Melbourne Offices
Reports to:	General Manager, New Programs and Services
Responsible GM:	General Manager, New Programs and Services Head of Governance, Communication and Assurance Communications and Change Manager DTS
Direct reports:	Senior Engagement Lead – DTS Technical Writer – DTS Special Advisor - DTS
Date reviewed:	January 2026

Organisational Context

Austroads is the association of Australian and New Zealand transport agencies.

We provide authoritative, practical and impartial advice, information, tools and services to help our members to deliver safe, efficient and reliable mobility to their customers.

We also deliver value to a range of other key stakeholders across government, industry and communities, where there is a demonstrated societal benefit to do so.

Austroads comprises several business activities, including the core Austroads work program, the National Exchange of Vehicle and Driver Information System (NEVDIS), and Transport Certification Australia (TCA).

Our teams are located across Australia and New Zealand. We work in an integrated and collaborative way, along with external consultancies and other partners, to ensure our products and services are delivered successfully and maximise value.

Austroads promotes a culture of professionalism, innovation, and integrity, with a commitment to accountability, quality, and excellence in the delivery of all of our programs and services. Austroads values continuous improvement, and all staff are expected to engage in their work in a spirit of curiosity, collaboration, and proactivity.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

Austroads takes inclusion and diversity seriously. We embrace difference and diversity of identity, experience and thought, and actively strive for inclusive behaviours across our company and our work.

The Role

Team Purpose

The New Programs and Services team oversees management and coordination of select significant implementation projects for Austroads, with a focus on the development and implementation of new products and services, in alignment with Austroads strategic objectives and the evolving needs of our members and key stakeholders.

Position Purpose

The Head of Policy and Transition – DTS is a senior leadership role responsible for shaping and driving the policy, governance, and transition strategies that enable successful jurisdictional adoption and sustainable operation of the Digital Trust Service.

This role provides strategic direction, ensures national policy alignment, guides implementation readiness, and leads the frameworks required for harmonised adoption across government, industry and community.

The position oversees policy development, transitional planning, stakeholder alignment and risk/issue governance to ensure the DTS evolves, scales and integrates effectively within the broader mobility and digital identity ecosystem.

Major Responsibilities/Accountabilities

The role is responsible for:

- Leading the development of DTS policy frameworks, governance models and national operating principles.
- Ensuring alignment between DTS policy, legislative considerations, privacy requirements, organisation requirements and member agency needs.
- Shaping strategic narratives and policy positions that support national uptake of DTS capabilities.
- Providing expert policy advice to senior executives, member agencies and program governance forums.
- Designing and leading the transition framework for DTS, including jurisdictional readiness pathways.
- Developing adoption guidance, readiness artefacts, and decision-support materials for jurisdictions and relying parties.
- Overseeing the development of transition models that ensure consistency, compliance and operational clarity.
- Working closely with delivery and technical teams to ensure policy and transition requirements are embedded in program planning
- Leading executive level, strategic engagement with external stakeholders to promote and advance the use of DTS Capabilities.
- Facilitating workshops, briefings, and consultations with External Stakeholder representatives to gather input and share progress.
- Negotiating and resolving conflicts diplomatically to maintain productive relationships.
- Driving cross-functional collaboration to ensure stakeholder needs are met.
- Monitoring progress against agreed outcomes and reporting on performance to program teams.
- Escalating risks and issues that may impact delivery, with mitigation strategies.
- Building and maintaining strong, trusted relationships with external stakeholders across government, industry, and community sectors.
- Acting as a primary point of contact for stakeholder engagement, ensuring timely and effective communication.
- Collaborating with internal teams to align stakeholder needs with program and project delivery.
- Exercising diligence when making decisions, adhering to the requirements outlined in the Delegations of Authority.

- Contributing to continuous improvement, identifying ways to enhance value for our members and the public.
- Maintaining and adhere to Quality Systems processes and procedures associated with the role.
- Other duties as directed.

Key Stakeholder Interfaces

Internal

- General Manager, New Programs and Services
- Digital Trust Service team
- Chief Executive
- Austroads Communication team
- Austroads Executive members

External

- Austroads Member Organisations
- Other government agencies
- Relying parties
- Contractors, consultants and service providers for DTS program

The Person

Qualifications, Knowledge, and Experience

The Head of Policy and Transition – DTS will possess:

- Proven experience as a Head of Policy and Transition within large-scale, multi-year programs and/or organisations.
- Excellent stakeholder engagement skills, particularly with government and external partners.
- Excellent written and verbal communication skills, including the ability to simplify complex information and to tailor messaging to meet specific stakeholder needs.
- Familiarity with digital identity, data privacy, or technology transformation programs is highly desirable.
- Demonstrated ability to operate within a structured communications, branding and style framework.
- Change management and stakeholder certification (e.g., PROSCI, ADKAR, IAP2) is a plus.
- Highly proficient in the use of Microsoft Office applications including Word, Excel, PowerPoint and Outlook.
- High level of proficiency in Adobe Creative Suite and Acrobat to produce communications materials.
- Experience working with content management systems for websites and other communication applications would be highly regarded.

Personal Qualities

The incumbent will need to present a professional image and build a strong relationship across the enterprise. Specifically, the role requires:

- Strong interpersonal skills, including within and across project and operational teams.
- Well-developed relationship management, communication, consultation, and negotiation skills.
- Sound judgment, analytical and problem-solving skills.
- Comfort working in an environment which is constantly evolving.
- Ability to work autonomously while fostering collaboration and engaging others in shared goals.
- Commitment to ongoing professional development and learning.

Capability Profile

Flexibility and Adaptability	Adjusts approach in line with changing priorities. Is open to acquiring and developing skills and knowledge, adapts to new ways of working or organise work to deliver results.	Intermediate
Stakeholder Management	Identifies stakeholders impacted by decisions. Takes steps to keep interested parties engaged while managing expectations on outcomes.	Advanced
Stimulate Ideas and Innovation	Gathers insights and embraces new ideas and innovation to inform future practice	Intermediate
Critical Thinking and Problem Solving	Objectively analyses and evaluates available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.	Advanced
Data literacy	Utilises diverse data sources to improve the speed and quality of service delivery and decision-making processes	Intermediate
Project/work delivery and management	Defines work activities required to deliver against outcomes intended, in line with agreed timeframes, resources, and ways of working. Understands and applies effective project planning, coordination and control methods.	Advanced
Drive accountability and outcomes	Is proactive and responsible for own actions to ensure desired organisational objectives are achieved.	Advanced
Knowledge management	Establishes mechanisms to record and share knowledge and experience to enable the retention and expansion of corporate knowledge.	Advanced
Working Collaboratively	Collaborates with others, demonstrating an understanding of their value to the organisation.	Advanced
Communicating with Impact	Uses various communication media to convey information, ideas, and insights in ways that maximises understanding of key messages. Possesses good written and verbal communication skills.	Advanced