CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Senior Director Network Scheduling and Operations

Classification: Senior Officer Grade A (SOGA)

Position number: P37660

Division: Transport Canberra

Business unit: Network Scheduling and Operations

Location: Various

Reports to: Executive Branch Manager, Bus Operations

Date last reviewed: 12/10/2026

Position requirements: Nil

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

Transport Canberra (TC) is responsible for the management of Canberra's integrated public transport network, including a bus fleet of around 450 buses. TC also oversees the contract management of Light Rail under a public-private partnership between Canberra Metro and the ACT government. TC currently employs over 1,000 employees and develops public transport policy and delivers a range of services to support the successful delivery of public transport services including bus scheduling, purchasing of bus assets and the delivery of an integrated public transport ticketing system.

BUSINESS UNIT OVERVIEW

Transport Canberra Bus Operations Branch is responsible for the management and delivery of Canberra's bus network, including three bus depots, Supported School Transport and Flexible Transport fleet. The branch has over 1000 employees and is led by the Executive Branch Manager, Bus Operations.

The Network Scheduling and Operations business unit includes the following teams who provide crucial support to Canberrans accessing the public transport network:

- Communications Centre: the hub of operational communications across Canberra's public transport network, keeping our drivers and transport officers informed of changes, incidents, and other information.
- Transport Officers: this team are responsible for providing on-the-ground support at the five ACT bus interchanges and other facilities. They also respond to all incidents, accidents and breakdowns as well as assisting with passenger enquiries and information.
- Transit Enforcement Coordinator & Officers: Providing fare compliance and education throughout the public transport network.
- Scheduling Team: responsible for building and providing bus schedules, timetables and building bus networks.

POSITION PURPOSE

The Senior Director Network Scheduling and Operations role exist to provide strategic leadership, governance and operational oversight that enables the delivery of safe, efficient and customer-focused services across the business unit. Through leading and developing teams, driving performance and compliance, managing incidents and complaints, fostering strong stakeholder and community relationships, and promoting a positive safety and wellbeing culture, the role ensures organisational objectives are achieved and service delivery remains responsive and effective. The position contributes to CED outcomes by strengthening

operational excellence, enhancing customer and community engagement, building workforce capability, supporting continuous improvement and ensuring services are delivered in a way that is accountable, collaborative and aligned with organisational priorities and values.

DUTIES / RESPONSIBILITIES

As a senior leader within CED, this role requires a person who can inspire, energise and positively influence team and individual outcomes. The role is responsible for supervising, managing and motivating a team and providing appropriate support and guidance. Effective employee engagement skills are a key enabler in the performance of this role as is a values-based leadership style.

This position requires a leader with a strong, considered and engaging people focus to successfully deliver and drive a culture of respect and a desire to achieve customer service excellence. The ideal candidate will possess an innate ability to draw on the right skills in a contextually and environmentally appropriate manner, align team performance and develop capacity to achieve organisational objectives, model commitment to continual learning, encourage ongoing development and engaging the right people to the right roles.

Under limited direction, the Senior Director will:

- Lead the business unit by contributing to the development and implementation of strategies to ensure effective governance and performance.
- Investigate complaints or non-compliance with legislation, regulation, policies and procedures and implement process improvements and/or disciplinary actions.
- Undertake incident control responsibilities and participate as a member of the crisis management team.
- Collaborate with community groups, stakeholders and colleagues to improve business operations and ensure consistency of service delivery to the community. This includes actively participating in conversations around the development or introduction of network changes.
- Provide strong and highly visible WHS leadership to engender a strong safety culture across the business unit. Work closely with the Human Resources and Safety team, case managers and other rehabilitation providers to foster early return to work through effective management of injured staff.
- This position does involve direct supervision of nine staff, with an extended team of an additional 32 permanent employees.

SELECTION CRITERIA (CAPABILITIES)

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

Note: Please take into consideration the "Duties / Responsibilities "section outlined above when addressing how you have demonstrated the selection criteria.

1. Proven leadership and management skills, with demonstrated experience applying them in a dynamic operational or industrial environment, successfully balancing competing priorities and operational requirements with the need to deliver on strategic priorities.
2. Demonstrated ability to lead a diverse team and foster commitment to open information sharing and high-quality customer service principles and attitudes.
3. Demonstrated ability to exercise a high degree of judgement, including the ability to make decisions under pressure.
4. Strong verbal and written communication skills with proven high-level liaison, representation and negotiation skills including the ability to be influential with stakeholders at all levels.
5. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

Professional / Technical Skills

- Experience in public transport, fleet management or logistics will be highly regarded.
- Experience in analysing and interpreting data and information to inform policy and strategy development.

Behavioural Skills

- Demonstrated understanding and commitment to the ACTPS Values framework, workplace respect, equity and diversity framework, workplace health and safety best practise and industrial democracy principles and practise.
- Maintain focus and energy, even under adversity and during times of uncertainty or change, that inspires resilience in others and an ability to act promptly and constructively when workplace issues arise.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Must be eligible to be appointed as an Authorised Person under the *Road Transport (General) Act 1999, successful applicants:*
    - Must be an **Australian citizen** or a **permanent resident** of Australia.
        - **Applicants must submit a copy of their Australian birth certificate or Australian Citizenship Certificate, or current Australian passport of valid Permanent Resident Visa supported by a foreign passport.**
    - Must successfully complete all **pre-employment checks** including **police check.**
        - If found suitable for the role, you will be asked to complete a Nationally Coordinated Criminal History Check and submit relevant documents for Transport Canberra to undertake the police check.
    - Must be considered a suitable person to be authorised, having regard in particular to –
        - (i) whether **the person has any criminal convictions;** and
        - (ii) the **person's employment record;** and
- Must **successfully complete adequate training** to exercise the powers of an authorised person.
- This position requires a pre-employment medical.
- This position does not require a Working with Vulnerable People Check.
- Drivers Licence C Class is essential.

ACT Government

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Senior Director Network Scheduling and Operations** (position number **P37660**) 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	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation ***The position in an activity based work environment***	Frequently

STANDARD HOURS	**FREQUENCY**
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
Expected to work extensive hours over a significant period due to the nature of the duties	Frequently
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent paid overtime	Occasionally
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	Occasionally

PHYSICAL DEMANDS	**FREQUENCY**
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

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	Never

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	Occasionally
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	Occasionally
Exposure to potentially distressing case material	Occasionally

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