

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Senior Director, Business Improvement

Classification: SOGA

Position number: P33081

Division: Transport, Territory and Municipal Services (TTMS)

Business unit: Business Improvement

Location: Dickson primarily, with presence across TC sites as required

Reports to: EBM, TC Planning & Delivery

Date last reviewed: June 2026

Position requirements:

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) bring 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, Territory and Municipal Services (TTMS) delivers essential services Canberrans rely on each day including integrated public transport, public libraries, grass mowing and provides administrative oversight to the ACT Public Cemeteries Authority. It is also responsible for Domestic Animal Services, and commercial operations including Yarralumla Nursery, Birrigai, ACT Public Cemeteries and Capital Linen.

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

The business unit forms part of the wider Planning & Delivery Branch for Transport Canberra, with portfolio responsibility for:

- Operational Excellence
- Data analysis, Reporting and Improvement
- Accidents & Claims
- Future Business planning
- Asset Management & Infrastructure

POSITION PURPOSE

Transport Canberra has a need to review and evaluate legacy systems and practices with an intention to seek a pathway to best practise and efficient processing. The Senior Director Business Improvement will have experience and comprehensive knowledge of all aspects of change methodology and management principles. This role will be responsible for end-to-end delivery, inclusive of the development, implementation and review of change communication plans, hands on practical facilitation and risk mitigation strategies.

Transport Canberra is dynamic and fast changing and therefore, the successful applicant needs to demonstrate the ability to work flexibly, be innovative and outcome focused. Be able to utilise fully all business information, analyse a wide range of data sets and extract knowledge and learnings from subject matter experts across the business, to determine operational excellence looks like to Transport Canberra both now and into the future.

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 diverse 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.

The Senior Director, Business Improvement is a critical leadership position within the planning & Delivery Branch. This position is responsible for planning, co-ordinating and delivering improvement across Transport Canberra.

DUTIES / RESPONSIBILITIES

Under limited direction the Senior Director, Business Improvement will:

- Provide visible and proactive leadership by:
 - demonstrating and promoting high quality, responsive customer service.
 - establishing and maintaining sound working relationships with staff, key stakeholders, and peers across directorates.
 - openly and regularly communicating with all staff on matters relevant to their work.
 - monitoring and managing performance against set KPIs and compliance with legislation, policies and procedures, implementing strategies to improve performance where needed.
 - regularly checking-in with direct reports to monitor workloads, performance and encourage ongoing professional development and growth.
- Lead the planning, consultation and implementation of tasks and initiatives to move Transport Canberra to Operational Excellence.
- Collaborate and coordinate with other Senior Directors across Transport Canberra to ensure engagement and ownership of planned change and improvement.
- Proactively identify opportunities within allocated projects/business units that would benefit from improvements, recommend appropriate actions, and then execute the change (or leverage our PMO to manage a project to execution)
- Champion a continuous improvement mindset across the organisation
- Organise workshops with stakeholders to collect inputs supporting in driving process governance agenda
- Partner with key stakeholders to ensure business outcomes are achieved
- Analyse data as required to identify further improvement initiative opportunities and recommend appropriate actions
- Coordinate and lead improvement projects and initiatives aligned to business goals
- Identify opportunities for enhancing business performance throughout the organisation.
- Take the lead in designing or redesigning business processes and create change management plans
- Manage relationships with stakeholders at all levels within the organisation, offering guidance and support for various business improvement initiatives and quality standards.

- Identify areas for improvement by leveraging data-driven insights from financial, industry, risk, and market analyses, focusing on innovation, efficiency, cost reduction, and resource allocation.
- Monitor operational key performance indicators, track the realization of benefits, and analyse performance trends over time, providing regular reports on performance metrics as needed.

SELECTION CRITERIA (CAPABILITIES)

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

1. Demonstrated ability to lead a diverse team and foster commitment to continuous improvement.
2. Demonstrated ability to exercise a high degree of judgement, including the ability to make decisions under pressure.
3. 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.
4. Demonstrate proficiency in a diverse array of domains, encompassing Leadership, Strategic Planning and Execution, Operational Oversight, Organizational Management, Ongoing Quality Enhancement, Effective Time Utilization, External Relationship Management, and Service Delivery.

Professional / Technical Skills and Knowledge

- Experience in Operational Excellence and Lean Six Sigma would be highly desirable

Behavioural Capabilities

- Demonstrated understanding and commitment to the ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.
- 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

Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Snr Director, Business Improvement (position number P33081) 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.

The Planning & Delivery Branch works on the basis of a minimum 40% of hours per week delivered from the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone/Mobile Phone use	Frequently
General computer use/in field technology	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Occasionally
Standing for long periods	Occasionally
Designated workstation	Never
STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Requirement to work 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 (on roads, paths or nature strips)	Occasionally
Working outdoors	Occasionally
MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
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	Frequently
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	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material or work sites	Never
OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally