

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Senior Director, Fleet Operations

Classification: Senior Officer Grade A

Position number: P68665

Division: Transport, Territory & Municipal Services

Business unit: Fleet Services

Location: Various
(Belconnen/Tuggeranong/Woden/Dickson)

Reports to: EBM Planning and Delivery

Date last reviewed: June 2026

Position requirements: See Compliance Requirements/Qualifications.

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

Territory, Transport and Municipal Service

Territory, Transport and Municipal services (TTMS) deliver essential services Canberrans rely on each day including integrated public transport and public libraries as well as providing administrative oversight to the ACT Public Cemeteries Authority. It is also responsible for Domestic Animal Services, and commercial operations including Yarralumla Nursery, 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 Fleet Services team delivers all tasks associated with the maintenance, repair and operational readiness of Transport Canberra's commuter bus fleet which currently exceeds 450 in-service vehicles. The team consists of skilled non trades and skilled trades staff performing a variety of roles including vehicle cleaning and fuelling activities, heavy vehicle mechanical maintenance and repair, vehicle exterior and interior panel repair, vehicle refinishing, and electronic equipment repair.

General maintenance and repair activity are carried out within the Operational Depots which is supported by the Major Unit Overhaul Workshop that perform major accident repairs, vehicle interior and exterior refurbishment, engine, and transmission reconditioning services. The workshops are supported by inventory and supply sections co-located with the workshop ensuring the supply of all components and materials required to support vehicle maintenance and repair operations.

The Transport Canberra Fleet Services team is focussed on providing a high level of customer service and sustainable transport outcomes by providing clean, safe, and on-time availability of bus fleet to meet network operational requirement.

- In addition to the operational components of delivery, the Fleet Services team provide a number of administrative and independent support services inclusive of:
- trades qualified independent audit functionality and investigatory activity
- procurement, distribution control and inventory management for all parts required to support the fleet,
- financial and budgetary management activities
- recruitment and human resource
- the provision of subject matter expert strategic guidance and advice to support government initiatives such as the transition to zero emissions, changes to disability standards and development of new technology training

POSITION PURPOSE & DUTIES

As a senior leader within TC, the Senior Director Fleet requires an individual who can provide strategic leadership, inspire high performance, and influence organisational outcomes through effective people leadership and stakeholder engagement. The position is accountable for leading leaders in an operational / industrial environment, driving organisational capability, and fostering a culture that empowers teams to deliver exceptional results aligned with TC's strategic priorities.

A key responsibility of the role is to cultivate a values-driven, inclusive, and high-performing workplace culture that promotes accountability, collaboration, and continuous improvement. The successful candidate will demonstrate exceptional employee engagement, stakeholder engagement and change leadership capabilities, building trust and commitment across diverse teams.

In addition, the Fleet Senior Director is responsible for the governance and maintenance of strong and professional relationships between the various professional stakeholders to ensure effective outcomes are delivered inclusive of ESA, AFP, Roads ACT WorkSafe and CIT.

As a senior leader within TCCS, the Senior Director inspires, energises, and positively influences their team. They are strategically focused, openly and regularly engaging or leading conversations with other Transport Canberra teams to develop and implement strategies to improve and future-proof public transport operations.

The Fleet Director roles comprise of two distinct yet interconnected portfolios: **‘Operations and Business Services’**, each critical to the effective delivery of Fleet objectives and required outcomes.

Operations Portfolio

Leadership of Fleet industrial workshops and personnel

- Ensure consistency in governance, performance management and delivery across all sites
- Provide oversight on fleet disposal as required and ensuring commissioning and de-commissioning of buses is undertaken appropriately.
- Implement change management across all operational workshops, with the ability to drive continuous improvement within an operational-focused work unit

Provide strong and highly visible WHS leadership to foster a strong safety culture:

- Manage all WHS risks and emerging issues within the operational workshop environment
- Provide oversight of all risk related profiles and safe operating procedures as it pertains to the functionality of Transport Canberra’s operational workshops, plant and equipment.

Strategic management of TC’s operational fleet through:

- Records are maintained accurately and timely
- Providing technical expertise and guidance to Fleet Directors as required

Implement strategies, under limited direction, to improve the operation of the business.

This position is subjected to an on-call rostering arrangement, including any major incidents and accidents that are experienced within Transport Canberra’s sites and during operational network hours.

SELECTION CRITERIA (CAPABILITIES)

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

1. Demonstrated leadership and management skills within a multi-disciplinary industrial environment including the ability to foster teamwork and continuous improvement.
2. Demonstrated experience in implementing and managing complex strategic projects, including procurement and contract management activities, while successfully balancing competing priorities and leading a team to meet operational requirements.
3. Proven ability to ensure that vehicle inspection, maintenance and repair schedules, standards and procedures are achieved to a high standard within a time pressured environment.
4. Highly developed leadership, negotiation, verbal and written communication skills and the ability to work effectively in an industrial environment with the ability to develop and implement systems and procedures to achieve quality fleet performance and maintenance outcomes.
5. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety, and wellbeing.

Professional / Technical Skills and Knowledge

- Extensive experience in public transport, fleet management or logistics industries will be highly regarded.
- Ability to provide guidance and support for government initiatives as they relate to public transport.

Behavioural Capabilities

- Understanding of, and commitment to, the ACT Government Values framework, workplace respect, equity and diversity framework, workplace health and safety best practice and industrial democracy principles and practice.
- 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

- Qualifications in heavy vehicle mechanical technology, diesel motor mechanics or electrical vehicle mechanics is highly desired.
- Drivers Licence (C-class) is essential.
- This position requires a pre-employment medical.
- 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.

- Criminal history check

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Director Fleet Operations (position number P68665) 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

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	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)	Never
Working outdoors	Occasionally

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	Never

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	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Occasionally
Personal Protective Equipment (PPE) required	Frequently