ACT Government

CITY AND ENVIRONMENT DIRECTORATE (CED) POSITION DESCRIPTION

POSITION DETAILS

Position title: Assistant Director, Rail Interface Manager

Classification: Senior Officer Grade C (SOG C)

Position number: P41121

Division: Transport Canberra

Business unit: Light Rail Operations

Location: Hybrid: Dickson, ACT and WFH

Reports to: PN41123 – Director, Rail Assets

Date last reviewed: October 2026

Position requirements: Rail Worker Health Assessment Category 2 and Working with Vulnerable People Check. This position may be required to participate in drug and alcohol testing.

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.

ACT Government

DIVISION OVERVIEW

Transport Canberra (TC) is responsible for the management of Canberra's integrated public transport network, including a 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 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 works with Digital Canberra on the delivery and management of the integrated public transport ticketing system.

BUSINESS UNIT OVERVIEW

Light rail aims to increase public transport usage in Canberra and promote the ongoing liveability of the city. Light rail fosters growth along transport corridors and across the city.

The Transport Canberra Light Rail Operations (TCLR) branch is responsible for overseeing the successful operation of light rail by our contracted partner Canberra Metro and ensuring that the responsibilities of both the Territory and Canberra Metro, under a Public Private Partnership (PPP) agreement, are achieved. The key roles are contract management, contract assurance, asset assurance, performance planning and monitoring, as well as operational and incident management.

TCLR manages the interactions with Canberra Metro and leads coordination across the ACT Government of related activities, including emergency services, roads interfaces, legislation, planning approvals and ticketing and revenue protection. Light Rail Operations works closely with Major Projects Canberra on future stages of Light Rail.

POSITION PURPOSE

The Assistant Director, Rail Interface Management is a key member of the Light Rail Operations team within Transport Canberra, responsible for ensuring that both the ACT Government and Light Rail Operator meet interface and performance obligations. As the Assistant Director, you will lead and coordinate interactions between Canberra Metro and various parts of the ACT Government to ensure a productive relationship and manage interface issues. You will also manage the conduct of regular compliance inspections of the Light Rail network in accordance with contractual requirements, and formally report on the outcomes of the inspections. This role also involves analysis of operation and maintenance data from various systems, and the preparation of executive and ministerial briefs, advisory notes and other written and oral communication.

The ideal candidate will possess an ability to draw on the right skills in a contextually and environmentally appropriate manner, align team performance and develop capacity to achieve organisational objectives. They will model commitment to continual learning, encourage ongoing development and engaging the right people to the right roles.

ACT Government

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 managing and motivating internal and external stakeholders 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 Assistant Director, Rail Interface Management will:

- Ensure the ACT Government and Canberra Metro meet their interface obligations through liaison and monitoring activities, and proactive identification and escalation of issues.
- Lead and coordinate interactions between the ACT Government and Canberra Metro to ensure a productive relationship and manage interface issues.
- Conduct regular compliance inspections in accordance with the Project Agreement and prepare formal reports on assessment of outcomes.
- Extract and analyse operation and maintenance data from various systems to identify trends and issues to inform and enable decision making.
- Prepare executive and ministerial briefs, advisory notes, presentations, correspondences, reports and contractual notifications and letters.
- Work with the CED Safety and Wellbeing team and WHS officers to ensure education and compliance of WHS obligations associated with accessing the Light Rail corridor by CED staff and subcontractors.
- This position may involve direct supervision of staff.

SELECTION CRITERIA (CAPABILITIES)

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

1. Ability to achieve positive outcomes through assurance activities in a contract management, policy implementation or project management context.
2. Well-developed oral and written communication skills as well as the ability to negotiate and communicate at a senior level, and to make sound, well-informed decisions and to influence outcomes.
3. Demonstrated ability to resolve stakeholder issues in a timely and collaborative manner, including the management of negotiations and disputes.
4. Ability to extract and analyse data from a range of information sources and systems to identify trends and provide advice to senior management to inform decision making.

5. Knowledge of WHS and Rail Safety, demonstrated ability to work safely and develop processes and procedures for working safely in an operational environment.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

Professional / Technical Skills

- Knowledge of transport or infrastructure assets and operations is desirable.
- Data analysis using Microsoft Excel or other program is highly desirable.

Behavioural Skills

- Demonstrated ability to work collaboratively in a team environment to achieve the organisation's objectives.
- Demonstrated commitment to safe work practices.

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.
- This position requires a a Rail Worker Health Assessment Category 2, or the ability to obtain one.
- This position requires a Working with Vulnerable People Check, or the ability to obtain one.
- A General Construction Induction (White Card), Asbestos Awareness Training and Silica Awareness Training are desirable.

ASSOCIATED RESOURCES

- ACTPS Shared Capability Framework; describes the skills, knowledge and behaviour that can universally be expected of every ACT Public Servant at different organisational levels and in every workplace across the service.
- Classification schedules; identifies positions as belonging to a category which has common characteristics, the same rate or range of pay, and equivalent work value.
- ACTPS Performance and Development Framework; a mechanism to ensure that everyone in the workplace is clear on what is expected of them at work.
- ACTPS Values and Behaviours; lists the organisation's values and describes what these mean for how work is done.

ACT Government

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director, Rail Interface Manager (position number P41121) 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	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation ***The position is in an activity based work environment***	Never

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	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent paid overtime	Never
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	Frequently

MANUAL HANDLING	**FREQUENCY**
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never

ACT Government

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	Occasionally
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	Never

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