



CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Data Analyst

Classification: ASO5

Position number: P54814

Division: Planning & Delivery, Transport
Canberra

Business unit: Business Improvement

Location: 480 Northbourne Avenue,
Dickson (hybrid)

Reports to: Director, Strategy, Planning
and Policy (Business Improvement)

Date last reviewed: 23/09/2025

Position requirements: N/A

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, Territory and Municipal Services delivers essential services Canberrans rely on each day including integrated public transport, Access Canberra, City Presentation and Roads ACT, as well as providing administrative oversight to the ACT No Waste. It is also responsible for commercial operations including Yarralumla Nursery, Canberra Memorial Parks 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

Working closely with key stakeholders, the Transport Canberra Business Improvement team is responsible for setting forward policy, investment, planning and public transport service delivery decisions over the medium to long term. The team also designs, plans, prioritises and implements public transport to meet Government's objectives and customer needs, and drives value for the Territory. The Strategy, Planning & Policy team leads long-term projects to support a sustainable, effective and efficient future for Canberra.

POSITION PURPOSE

The position supports the Business Improvement team by providing data analysis and reporting to inform public transport planning, policy, and service delivery. Working under the general supervision of the Director, the data analyst assists with data extraction, cleansing and quality assurance, and contributes to performance reporting, external requests, and strategic projects.

DUTIES / RESPONSIBILITIES

Under the general supervision of the Director, the Data Analyst will:

1. Preparing submissions of recurring reports on a daily, weekly, monthly, quarterly, biannually and annual basis for external and internal stakeholders and customers.
2. Creating new dataflows and dashboards in reporting analytics tools such as PowerBI or Tableau as and when requested by a stakeholder.
3. Ensuring automation in the development of reports and analysis in reporting tools.
4. Managing dataflows, datasets and dashboards on a regular basis and documentation for mandatory reporting requirements.
5. This position does not 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. Demonstrated analytical skills including the ability to interpret and present information from a range of sources.
2. Ability to prepare and review data using a range of methods to form well-reasoned conclusions based on sound judgment.
3. Demonstrated experience or ability to utilise business systems, with an understanding of the importance of maintaining accurate and reliable data.
4. Good organisational skills and ability to adapt to evolving work priorities, as well as the ability to work independently under minimal supervision and productively by providing essential reporting to internal Transport Canberra stakeholders.
5. Good writing skills, including the ability to translate findings from data analysis to written reports or oral presentations that may be delivered to a range of audiences.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Tertiary level qualifications in business data analytics or a related discipline is highly desirable.
- Expertise in/and ability to quickly gain proficiency in new data analysis tools is desirable.
- Experience in/ and knowledge of public transport data or operations is highly desirable.
- 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 does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of [Data Analyst](#) (position number P54814) and indicates how frequently each of these requirements would be performed. This role requires office attendance a minimum of 40% of the week.

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	Never
<i>The position in an activity based work environment</i>	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
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	Occasionally
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	Occasionally

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

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