CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Director, Business Support

Classification: Senior Officer Grade B

Position number: P71574

Division: Transport, Territory and Municipal Services (TTMS)

Business unit: Fleet Services

Location: Various (Belconnen, Woden Tuggeranong & Dickson)

Reports to: Senior Director Fleet (Business, Planning & Strategy)

Date last reviewed: November 2026

Position requirements: non-identified

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 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 and their legislative requirements such as the transition to

zero emissions, changes to disability standards and development of new technology training

POSITION PURPOSE

Within Fleet Services, the Business Support unit undertakes a diverse range of critical functions to support the branch's operations, reporting direct to the Fleet Senior Director. The position leads a multidisciplinary team responsible for all fleet business and commercial functions including finance, human resource, end to end inventory management, governance and ministerials, adhoc project work required within Fleet, and Work, Health Safety (WHS).

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. 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 and workforce planning objectives. Model commitment to continual learning and business improvement, whilst encouraging ongoing development and engaging the right people to the right roles.

The primary responsibilities for this position are:

1. Continuously improve business processes, including challenging conventional approaches and driving forward change to assist the Fleet team to deliver their services.

2. Provide professional, business, finance, strategic and people management deliverables for the Fleet Senior Director.

3. Ensure application of advanced knowledge of relevant legislative frameworks, regulations and standards, evidence-based decision-making processes, guidelines and policies to manage associated risks.

4. Identify external factors affecting (or having the potential to affect) the work of the area, including emerging political, social, environmental and stakeholder issues/trends in a timely manner, and develop contingency plans to mitigate risks to deliver priority outcomes.

5. Lead a high performing multidisciplinary team responsible for providing all business support functions to enable smooth Fleet Operations, inclusive of: fleet financial activity, budgeting, human resource activity and planning, ministerial and governance.

6. The Director Business Support provides oversight for end-to-end supply chain and commercial activities for Fleet Services. Activities inclusive of; procurement of goods and services, contract and supplier management, inventory management and control. Ensuring compliance with relevant legislative requirements.

7. Maintain and develop the capacity/capability of human/physical resources and systems whilst proactively planning for Fleets future needs.

8. Model and provide leadership in the awareness of and ensure compliance with the principles of Work Health and Safety, Workplace Diversity, and participative work practices.

SELECTION CRITERIA (CAPABILITIES)

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position. **Note:** Please take into consideration the primary responsibilities outlined above when addressing how you have demonstrated the selection criteria.

1. Proven high-level communication and interpersonal skills especially in areas of people management, including proven skills in leading and motivating staff and the ability to set priorities and monitor progress to achieve positive organisational outcomes.

2. Proven analytical and conceptual skills to persuade and influence to further embed an evidence-based management approach to the strategic direction of Fleet Services with the ability to develop and implement systems and procedures to achieve outcomes.

3. Highly developed leadership skills with the ability to work cooperatively and collaboratively across diverse internal and external stakeholder groups effectively to deliver optimal organisational outcomes.

4. Demonstrated sound judgement, critical reasoning, resource, time and program management skills, including procurement and contract management/administration and an understanding of compliance with relevant legislation.

5. Demonstrated understanding and commitment to ACT values framework, workplace respect, equity and diversity framework, workplace health and safety best practice.

Professional / Technical Skills and Knowledge

- Hold a relevant professional qualification in Business Administration (or equivalent) is desirable.
- Have significant business administration experience such as Finance / HR / Procurement / Contract Management.

Behavioural Capabilities

1. **Service delivery, service improvement** – holistic and adaptive approach to service design and delivery for improved outcomes.

2. **Teamwork, One Service** – develop shared knowledge and understanding that contributes to effective coordination, improved team performance and enhanced service outcomes.

3. **Thinking and Innovating, Effective Change** – generate strategies/innovations that improve service delivery to the community.

4. **Leadership and management** - Demonstrate leadership and management skills within a multi-disciplinary industrial environment including the ability to foster teamwork and continuous improvement

5. **Safety Behavioural Skills:** maintain a strong safety focus and commit to your own fitness for duty. This ensures you are always prepared to perform your tasks safely and effectively.

Compliance Requirements / Qualifications

1. 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.
2. Driver's licence (C-Class) is essential.
3. Qualification in administration/procurement/project management/contract management or similar is desirable.
4. Experience leading a team in a previous role.
5. This position does not require a pre-employment medical.
6. This position does not require a Working with Vulnerable People Check.
7. The Planning and Delivery Branch operates in a hybrid working environment, providing employees with the opportunity to split their working hours between home and office. To foster an environment of collaboration, information sharing and building connections, we ask that staff commit to working a minimum of 40% of their weekly hours from the office

ACT Government

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director, Business Support (position number P71574) 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/Mobile Phone use	Frequently
General computer use/in field technology	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
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
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
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	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	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	Never
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	Frequently