



# CITY AND ENVIRONMENT DIRECTORATE (CED)

## POSITION DESCRIPTION

### POSITION DETAILS

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**Position title:** Director Customer Experience  
Delivery Division

**Classification:** SOGB

**Position number:** P54230

**Division:** Transport, Territory and Municipal  
Services (TTMS)

**Business unit:** Customer Experience,  
Planning & Delivery, Transport Canberra

**Location:** Dickson

**Reports to:** P49617 Snr Director Capabilities,  
Change and Coordination.

**Date last reviewed:** May 2026

**Position requirements:** N/A

### DIRECTORATE OVERVIEW

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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

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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, consisting of one network, one ticketing system and coordinated routes delivered through a bus fleet of around 450 buses and the light rail network which is managed through a public-private partnership TC currently employs over 1,000 employees

## **BUSINESS UNIT OVERVIEW**

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The Planning & Delivery branch is responsible for Public Transport Policy and Planning, Procurement, Customer Experience and Fleet services.

### **Customer Experience team**

The Customer Experience Team is a small, dynamic group dedicated to delivering high-quality service to Canberra's public transport users. They provide tailored support to meet individual needs, from assisting with journey planning through to guiding customers on how to use the MyWay+ ticketing system. The team plays a vital role in all customer-facing interactions, ensuring enquiries are handled efficiently and professionally. Whether offering advice remotely or engaging in face-to-face interactions with the public, they are committed to creating a positive and seamless experience for every customer.

## **POSITION PURPOSE**

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The Director Customer Experience Delivery is responsible for leading a small team to activate Transport Canberra's Customer Strategy whilst also overseeing delivery of a quality day-to-day customer service to Transport Canberra customers.

The Director Customer Experience Delivery will leverage data and insights, be responsible for implementing new technologies, drive operational problem solving to meet customer needs, implement our customer service strategy, and build cross-functional partnerships to deliver meaningful customer-centred solutions.

They will work with CED's central Strategic Policy and Customer Branch to embed design principles and policies which operationalise and bring our Customer Strategy to life, as well as directly delivering customer service.

In this role, you will work in close collaboration with a range of internal stakeholders, including the Customer Service Manager within TC Bus operations branch, to ensure alignment and consistency in service delivery. You will also engage with key external stakeholders such as Council on the Ageing (COTA) and ACT Office of Veterans to build strong relationships and ensure services are responsive to community needs. Through these partnerships, you will support continuous improvement of customer experience outcomes across the network.

You bring relevant experience and a strong passion to drive positive customer-led change within an organisation and are seeking an opportunity to help bring teams together in a cohesive way. You thrive on fostering engagement, optimising processes and strengthening frameworks to support continuous improvement, all while contributing to the successful delivery of CED's vision.



As a senior leader within CED, you will be expected to 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 and a desire to achieve customer service excellence. 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 objectives. Model commitment to continual learning, encourage ongoing development and engaging the right people to the right roles.

## **DUTIES / RESPONSIBILITIES**

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1. Deliver Transport Canberra's customer strategy and customer experience promise and continually improve our organisational customer experience frameworks and policies to enable customer-led service delivery and experience outcomes.
2. Lead a small customer experience team to meet the needs of and provide excellent service to our customers day-in-day-out.
3. Embed Transport Canberra's Customer Strategy, working closely with our Communications team to ensure the effective delivery of initiatives and projects and guiding and supporting our front-line staff to operationalise the actions defined in the strategy.
4. Work with CED's strategy teams and organisational leadership to refine the Customer Strategy, including monitoring of customer journeys and customer segments to identify opportunities for on-going service enhancement.
5. Provide specific customer insights and advice to the Executive and Operational Management across Transport Canberra to influence the provision of a consistent and high-quality customer experience across our services.
6. This position oversees a team and includes direct supervision of a number of staffs, ensuring effecting coordination, support and performance across the group.

## **SELECTION CRITERIA (CAPABILITIES)**

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

1. Strong leadership qualities, including the ability to inspire and drive performance, strategic thinking and information analysis that contributes to customer centric outcomes.
2. Proven track record of initiating and driving improvements in culture, process and technologies which enhance customer experience.
3. High performing relationship management skills with the capacity to engage with and build relationships with customers as well as operational staff at all levels.
4. Good organisational skills and ability to adapt to evolving work priorities, as well as the ability to work both independently and productively, providing essential reporting to broader stakeholder groups both external and internal to the Transport Canberra team.

5. Excellent writing skills, including the ability to translate findings from data analysis to written reports or oral presentations that may be delivered to both technical and non-technical audiences.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

## **COMPLIANCE REQUIREMENTS / QUALIFICATIONS**

The following work environment description outlines the inherent requirements of the role of Director Customer Experience Delivery (position number P54320) 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.

This position is in a new workplace designated for Activity Based Working (ABW). ABW is a transformation in the way we work. By creating flexible workplaces with a variety of different work settings, we are better able to support every kind of employee, their job function, and individual preferences for comfort and space. Transport Canberra Planning & Delivery requires a minimum of 40% attendance in the office.

<b>ADMINISTRATIVE</b>	<b>FREQUENCY</b>
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	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

<b>STANDARD HOURS</b>	<b>FREQUENCY</b>
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
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
Requirement to work overtime	Occasionally
Rostered shift work	Never

<b>SOCIAL DEMANDS</b>	<b>FREQUENCY</b>
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	Frequently
Working directly with the public	Frequently

<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
Distance walking (on roads, paths or nature strips)	Never
Working outdoors	Occasionally

<b>MANUAL HANDLING</b>	<b>FREQUENCY</b>
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

<b>TRAVEL</b>	<b>FREQUENCY</b>
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never
Frequent travel – interstate	Never

<b>SPECIFIC HAZARDS</b>	<b>FREQUENCY</b>
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	Never
Exposure to potentially distressing case material or work sites	Never

<b>OTHER</b>	<b>FREQUENCY</b>
Uniform required	Never
Personal Protective Equipment (PPE) required	Never