



## POSITION DESCRIPTION

**Division:** Transport Canberra

**Branch:** Bus Operations

**Business Unit:** Woden Depot

**Position Title:** Senior Director, Central Region

**Position Requirements:** WWVP, Drivers License  
(C-class)

**Classification:** Senior Officer Grade A

**Position Status:** Permanent

**Position Hours:** Full time (36.75pw)

**Reports to:** EBM, Bus Operations

**Location:** Various

**Last Reviewed:** 21/09/2023

### DIRECTORATE OVERVIEW

---

Join the TCCS Crew! Live. Work. Connect

Transport Canberra City Services offers you more than a job – as a resident of or visitor to Canberra, wherever you are and whatever you do, we interact with you. Whether it be caring for our open spaces, our built environments or our transport, we need a wide range of skills, experiences and perspectives to deliver for the people of Canberra.

We offer rewarding careers with great benefits, and you will work on projects that make a difference to the everyday lives of your family, friends, and community. We value our people; we support diversity, and we strive to be a great place to work.

Learn more about who we are at the [Transport Canberra and City Services website](#).

### DIVISION OVERVIEW

---

Transport Canberra & Business Services delivers the essential services Canberrans rely on each day. From integrated public transport, including a bus fleet of 450 buses and overseeing the management of Light Rail, through to delivering programs at our public library branches and 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 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 Bus Operations Branch is made up of over 1000 employees with a focus on providing reliable, safe and customer centred services for the ACT community.

The Bus Operations Branch is responsible for the management and delivery of Canberra's bus network, including a bus fleet of around 450 buses, two major depots – with a third (Woden) under construction - as well as one smaller depot that caters for the Special Needs and Flexible Transport fleet. This position is responsible for the Woden Depot, Special Needs and Flexible Transport Sections.

- **Special Needs Transport (SNT):** responsible for providing daily transport to and from ACT public schools for students with disability.
- **Flexible Transport Office:** manages the bookings for the Flexible Bus Service for people aged over 70 and the Aboriginal and Torres Strait Islander Community Bus.
- **Woden Bus Depot:** nearing completion, the depot is expected to have approximately 200 staff and will complement existing Depots (Tuggeranong and Belconnen) to deliver the Bus network across Canberra.

## **WHAT YOU WILL DO**

---

The Senior Director, Central Region is a critical leadership position within Bus Operations. This position is responsible for managing the performance of the Woden and Flexible Transport depots against set KPIs for service delivery and ensuring all depot physical assets are maintained in good repair, and a safe and clean state.

As a senior leader within TCCS, the Senior Director inspires, energises, and positively influences their team. They have a strategic focus, openly and regularly engaging with other Transport Canberra teams to develop and implement strategies to improve business operations. The ideal candidate encourages and supports an inclusive workplace culture and promotes a team environment based on supportiveness, development, sharing and effective communication. They will drive a culture of respect and collaboration, with a strong focus on continuous improvement and customer service excellence.

Under limited direction the Senior Director, Central Region will:

- Provide visible and proactive leadership to the Woden and Flexible Transport depots by:
  - demonstrating and promoting high quality, responsive customer service.
  - establishing and maintaining sound working relationships with staff, key stakeholders, and union delegates.
  - openly and regularly communicating with all staff on matters relevant to their work.



- monitoring and managing depot performance against set KPIs and compliance with legislation, policies and procedures, implementing strategies to improve performance where needed.
  - investigating complaints or non-compliance with relevant legislation or policies and taking relevant action.
  - regularly checking-in with direct reports to monitor workloads, performance and encourage ongoing professional development and growth.
- Lead the planning, consultation and implementation of tasks to operationalise the new Woden Depot, including overseeing the depot asset management plan once operational.
  - Acting as the Transport Canberra representative within the flexible transport community, including representing TCCS at community transport meetings and managing contracts associated with the delivery of Special Needs Transport.
  - Participate in planning, consultation and implementation for the development and introduction of network changes.
  - Collaborate and coordinate with other Senior Directors to ensure efficient and consistent operation of the business, with an ongoing focus on continuous improvement.
  - Undertake incident control responsibilities and participate as a member of the PTO crisis management team.
  - Provide strong and highly visible WHS leadership to engender a strong safety culture across the business unit. Work closely with the Human Resources and Safety team, case managers and other rehabilitation providers to foster early return to work through effective management of injured staff.

## WHAT YOU REQUIRE

---

### Professional / Technical Skills

- Experience in public transport, fleet management or logistics industries will be highly regarded.

### Behavioural Skills

- Demonstrated understanding and commitment to the TCCS Values framework, workplace respect, equity and diversity framework, workplace health and safety best 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

- To be eligible for permanent employment within the ACT Public Service you must be an Australian citizen or a permanent resident.
- Current Working With Vulnerable People Registration
- Driver's licence C-class is essential.

## SELECTION CRITERIA

---

1. Proven leadership and management skills, with demonstrated experience applying them in a dynamic operational or industrial environment, successfully balancing competing priorities and operational requirements with the need to deliver on strategic priorities.
2. Demonstrated ability to lead a diverse team and foster commitment to open information sharing and high-quality customer service principles and attributes.
3. Demonstrated ability to exercise a high degree of judgement, including the ability to make decisions under pressure.
4. Strong verbal and written communication skills with proven high-level liaison, representation and negotiation skills including the ability to be influential with stakeholders at all levels.

## WORK ENVIRONMENT DESCRIPTION

---

The following work environment description outlines the inherent requirements of the role of Senior Director, Central Region (Position number P65802) and indicates how frequently each of these requirements would be performed. Please note that TCCS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

<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	Occasionally
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	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
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	Never
Working directly with the public	Occasionally
<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
Distance walking (on roads, paths or nature strips)	Occasionally
Working outdoors	Occasionally
<b>MANUAL HANDLING</b>	<b>FREQUENCY</b>
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally
<b>TRAVEL</b>	<b>FREQUENCY</b>
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Occasionally
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	Occasionally
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	Occasionally



<b>OTHER</b>	<b>FREQUENCY</b>
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally

DRAFT