

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Bus Operator in Training/Bus Operator

Classification: Bus Operator in Training (BOT)/Bus Operator (BO)

Position number: SDRT03, several

Division: Transport Canberra and Business Services

Business unit: Bus Operations

Location: Belconnen/Tuggeranong/Woden

Reports to: Depot Manager

Date last reviewed: 25 February 2026

Position requirements: See compliance requirements

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 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

Transport Canberra Bus Operations Branch is responsible for the management and delivery of Canberra's bus network, including a bus fleet of around 450 buses, three major depots as well as transport that caters for the Supported School Transport. The Branch is made up of over 1000 employees and is led by the Executive Branch Manager, Bus Operations. Our focus is on providing reliable, safe and customer centred services for the ACT community.

POSITION PURPOSE

Bus Operators play a vital role in delivering a reliable and accessible public transport network to the ACT community. They are responsible for safely transporting passengers across the region, ensuring timely and efficient services that connect people to work, school, appointments and social activities. Beyond driving, Bus Operators contribute to the overall customer experience by providing assistance, maintaining safety, and representing Transport Canberra with professionalism.

DUTIES / RESPONSIBILITIES

1. Safely operating public transit vehicles, ensuring the safe carriage of passenger and following a regular schedule over specified routes of travel.
2. Providing excellent customer service to the community and demonstrating the ACT Government values.
3. Carry out all pre-drive checks and report defected vehicles or vehicles requiring maintenance in accordance with Transport Canberra procedures.
4. Actively participate in allocated shifts, inclusive of early morning, day, evening, night, and split shifts and working a reasonable number of weekends and public holidays.
5. Adhering to Transport Canberra's Work Health and Safety policies and procedures, as well as complying with relevant heavy vehicle legislation as it applies to bus driving and taking responsibility for your own safety and those around you.
6. 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. Experience in navigation and timekeeping and your ability to follow a regular schedule.
2. Experience in delivering customer service and communication with a diverse range of people.
3. Experience in adhering to legislation and policies, including safety requirements.
4. Commitment to displaying the behaviours and values of the organisation you have worked for.
5. Experience in working as part of a team with limited supervision.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Drivers licence C-class is essential.
- Ability to obtain and maintain a Medium Rigid (MR) licence and Public Vehicle Driver Authority (PVDA – ACT) or Driver Authority – NSW.
- Ability to obtain a Heavy Rigid (HR) licence between 6 to 12 months after commencing with Transport Canberra.
- Ability to successfully complete all pre-employment checks including police check, medical assessment, psychometric, literacy, numeracy assessments and driving assessment.
- Be able to meet Transport Canberra's bus driver seat weight range requirements (50kg – 130kg) as rated by the (relevant) seating manufacturer and have a standing reach of at least 210cm.
- 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 pre-employment medical, inclusive of drug and alcohol testing.
- This position does require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Bus Operator in Training/Bus Operator** (position number **Insert Position Number**) 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	Never
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Never
Sitting at a desk	Never
Standing for long periods	Never
Designated workstation	Never

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

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Frequently
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally

Climbing	Frequently
Reaching	Frequently
Bending/squatting	Frequently
Push/pull	Frequently
Sequential repetitive movements in a short amount of time	Frequently

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Frequently
Confined spaces	Occasionally
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Frequently