CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Director, Public Transport Contract Manager

Classification: SOGB

Position number: P35989

Division: Territory, Transport and Municipal Services

Business unit: Transport Canberra Planning and Delivery

Location: Dickson/various

Reports to: Senior Director, Capabilities, Change & Coordination

Date last reviewed: August 2026

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

Territory, Transport and Municipal Services

Territory, Transport and Municipal Services (TTMS) deliver essential services Canberrans rely on each day including integrated public transport and public libraries as well as 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 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.

POSITION PURPOSE

Transport Canberra is seeking an experienced and motivated Director to lead the management, and delivery of public transport contracts, inclusive of goods and services required to support Transport Canberra operations and performance. The successful candidate will provide strategic leadership, manage critical stakeholder relationships, and ensure the reliable and efficient management of suppliers through contractual mechanisms and dynamic partnership engagement.

The Director, Public Transport Contract Manager, acts as the representative for the Territory with all suppliers, ensuring commercial and performance targets are achieved. This includes:

- Monitoring contract term and spend to ensure contracts remain compliant and any required procurement activity is raised with the procurement team in good time
- Track performance against contractual requirements and KPI measures, ensuring suppliers are given early warning and appropriate scope and support to remedy and drop in performance where required before a negative impact is felt by Transport Canberra
- Ensure regular and ongoing positive engagement with all suppliers,
- Build and maintain open communication with the business area utilising the goods or services,
    - ensuring you receive appropriate direct feedback on supplier performance experienced by the business area,
    - alert the business area to any changes or notifications you become aware of that would affect this delivery as a result of the suppliers' ability / performance
    - Keep the business area abreast of any and all possible risks, changes or impacts

Transport Canberra is committed to delivering an enhanced customer and user experience through its public transport services. To support this objective, Transport Canberra procures high-quality goods and support services. This role manages public transport related goods and services contracts to ensure operations are delivered in accordance with organisational objectives. Through performance monitoring, benchmarking and stakeholder engagement, the Director identifies opportunities for continuous improvement, addresses underperformance, and manages contract variations and compliance matters. This includes:

- Using key performance indicators to monitor and challenge performance and identify opportunities for continuous improvement.
- Developing strategies to address underperformance and compliance failures, including the application of contract provisions.

The Director also serves as the key business lead and coordinator for Transport Canberra's ticketing and real time passenger information system, working closely with government agencies, service providers and contracted vendors to manage business requirements, coordinate issue resolution, oversee system improvements, and ensure timely communication of system performance, risks, incidents and enhancements across the organisation.

As a senior leader within CED, the successful candidate will operate with a high degree of autonomy, initiative and sound judgement. They will be capable of understanding complex business needs, identifying opportunities and risks, and driving strategic and operational outcomes in a dynamic environment.

While direct supervisory responsibilities are limited, the role requires strong leadership through influence, collaboration and stakeholder engagement. The successful candidate will build effective partnerships across government, industry and operational teams, align diverse stakeholders around shared objectives, and foster a culture of accountability, continuous improvement and customer service excellence.

The ideal candidate will possess strong commercial acumen, contract management expertise, strategic thinking and problem-solving skills, together with the ability to anticipate emerging needs, manage competing priorities and deliver outcomes that support Transport Canberra's operational and strategic objectives.

DUTIES / RESPONSIBILITIES

Under limited direction, the Director, Public Transport Contract Manager will apply strong leadership, contract management and stakeholder engagement skills to manage critical public transport contracting arrangements and associated support contracts. Operating with a high degree of autonomy, the Director will identify and respond to business needs, provide strategic advice and lead initiatives that improve system performance, customer outcomes and value for money.

The role is responsible for managing vendor and commercial relationships, monitoring contractual and operational performance, and ensuring technology solutions remain reliable, secure and fit for purpose. Working collaboratively across government, industry and operational stakeholders, the Director will drive continuous improvement, manage risks and opportunities, and ensure Transport Canberra's transport technology systems continue to support current and future operational, customer and organisational requirements.

The successful candidate will be a proactive and solutions-focused leader with the ability to analyse complex issues, anticipate emerging needs, and deliver practical outcomes with limited supervision in a dynamic and evolving environment.

The Director will exercise a high degree of initiative, judgement and influence and will:

1. Establish and maintain effective relationships with suppliers, service providers, government agencies and internal stakeholders to support service delivery, contract performance and strategic outcomes.
2. Monitor contractual, operational and commercial performance, proactively identifying risks, issues and opportunities.
3. Lead business coordination and governance activities for Transport Canberra's ticketing system, collaborating with government agencies, operational areas and contracted vendors to ensure business requirements are understood, issues are effectively managed, and information relating to system performance, enhancements, incidents and risks is communicated and escalated appropriately across the organisation

SELECTION CRITERIA (CAPABILITIES)

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

1. Demonstrate experience managing complex commercial contracts and vendor relationships, including monitoring performance, managing risks and issues, ensuring compliance with contractual obligations, and driving value-for-money outcomes.

2. Demonstrate experience in risk identification, assessment and mitigation, including the management of non-compliance, financial, operational and resource implications. Proven ability to implement appropriate governance and controls, manage emerging issues, and support the delivery of organisational objectives in a complex stakeholder environment.

3. Highly developed stakeholder engagement and relationship management skills, with the ability to build and facilitate productive partnerships across government, industry and service providers, influence outcomes, negotiate solutions and communicate complex information to diverse audiences.

4. Proven ability to coordinate complex business activities and initiatives across multiple stakeholders, including, incidents and operational issues. Experience acting as a key business liaison between vendors, government agencies and internal business areas to

ensure timely communication, effective governance and successful delivery of organisational outcomes.

5. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

Professional / Technical Skills and Knowledge

1. Experience and knowledge of contract management principles, supplier relationship management and the administration of complex commercial arrangements.
2. Tertiary or equivalent in a Contract Management discipline would be an advantage

Behavioural Capabilities

Transport Canberra is dynamic and fast changing and therefore, the successful applicant needs to demonstrate the ability to work flexibly, be innovative and outcome focused.

1. **Thinking and Innovating** - I analyse complex information from multiple sources, identify emerging issues, risks and opportunities, and apply sound judgement to develop practical, evidence-based solutions. I think strategically, challenge existing approaches where appropriate, and drive continuous improvement to achieve organisational outcomes.

2. **Leadership and Accountability** - I take responsibility for delivering outcomes and demonstrate resilience, professionalism and integrity in the face of competing priorities and changing circumstances. I work independently, exercise initiative and sound judgement, and maintain a focus on achieving high-quality results while supporting a positive and accountable workplace culture.

3. **Building relationships and Collaboration** - I establish, maintain and facilitate collaborative working relationships across government, industry, suppliers and internal stakeholders. I build trust, foster cooperation, manage competing interests and align diverse stakeholders around shared objectives to achieve successful outcomes.

4. **Communication and Influence** – I communicate clearly and confidently with a range of audiences and adapt my approach to suit the context. I effectively negotiate, influence decision-making, manage sensitive discussions and present complex information in a manner that supports understanding, engagement and informed decisions.

Requirements / Qualifications

- This position does not require a pre-employment medical.
- This position does not require a Working with Vulnerable People Check.
- 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.

- 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.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director, Public Transport Contract Manager (position number P35989) 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 located in a workplace designated for Activity Based Working (ABW). ABW transforms 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.

ADMINISTRATIVE	FREQUENCY
Telephone/Mobile Phone use	Frequently
General computer use/in field technology	Frequently
Extensive keying/data entry	Occasionally
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	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

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	Never

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

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
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	Never

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

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	Never
Exposure to potentially distressing case material or work sites	Never

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