

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Assistant Director, Flexible Transport Office

Classification: Senior Officer Grade C (SOGC)

Position number: P37474

Division: Transport Canberra

Business unit: Central Region, Flexible Transport Office

Location: Woden Depot, Office based position

Reports to: Senior Director, Central Region

Date last reviewed: August 2026

Positon requirements: WWVP registration

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.

The TC workforce includes over 1,000 employees who support the development of public transport policy and the delivery of a range of public transport services and projects.

BUSINESS UNIT OVERVIEW

The Bus Operations Branch is responsible for the management and delivery of Canberra's bus network, including three bus depots, Supported Schools Transport and Flexible Transport Fleet. The branch has over 1000 employees and is led by the Executive Branch Manager, Bus Operations.

The Flexible Transport Office manages the bookings for the Flexible Bus Service for people aged over 70, the Aboriginal and Torres Strait Islander Community Bus and the planning and delivering of Special Needs Transport (SNT). SNT provides daily transport to and from school for students with a disability who cannot access regular bus transport.

POSITION PURPOSE

The duties of this role will include managing the coordination of school transport between parents/carers, schools and transport providers for students with disability. This requires a high level of integrity when dealing with the more specific needs of the students. As part of the Flexible Transport Office you will also manage a small call centre to make bookings via phone and email for the Flexible Bus Service and Aboriginal and Torres Strait Islander Community bus.

DUTIES / RESPONSIBILITIES

1. Manage a team coordinating Supported School Transport, Flexible Bus services, Aboriginal and Torres Strait Islander Community Bus Program and Community Transport. Duties including;
 - Liaising with schools, transport providers, professional agencies and members of the public to provide information and determine transport requirements for students with disability, older Canberrans and Aboriginal and Torres Strait Islander peoples
 - Approving transport applications and variations to transport in consultation with the Senior Director, Central Region
 - Maintaining data integrity for reporting purposes, including tracking and recording travel requests and arrangements.

2. Actively manage the effectiveness and efficiency of a customer focus team, delivering a high standard of service in a timely manner. This includes the management and staffing of the call centre for passenger enquiries.
3. Managing, delegating and resolving phone enquiries and complaints by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
4. This position does involve direct supervision of 5 staff, with responsibility for another 40 staff with the direct supervision for these staff falling to one of your direct reports.

SELECTION CRITERIA (CAPABILITIES)

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

1. High level communication and interpersonal skills, and negotiation skills to effectively influence outcomes.
2. Demonstrated knowledge of and experience in managing complex behaviour supports and an understanding of the National Disability Insurance Scheme (NDIS) and Restrictive Practices, within a transport environment.
3. Demonstrated ability to set priorities, organise workloads for both administrative and operational positions and provide timely responses to requests.
4. Demonstrated understanding and commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

Professional / Technical Skills and Knowledge

1. Proficiency in the use of Microsoft Office Suite and the ability to quickly learn new programs/systems.
2. Experience in researching, analysing, exploring answers and alternative solutions; implementing solutions and escalating unresolved problems.

Behavioural Capabilities

1. Ability to be self-motivated and have a proactive approach to problem solving, conflict resolution and ability to use discretion when handling sensitive material whilst operating effectively under pressure.
2. Proven ability to manage a team and contribute to a positive team culture.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- 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.
- 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 **Assistant Director, Flexible Transport Office** (position number **P37474**) 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	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
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	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	Frequently
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

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

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
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	Occasionally
Exposure to potentially distressing case material	Occasionally

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