

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Senior Recruitment & Training Officer

Classification: Administrative Services Officer grade 6 (ASO6)

Position number: P39764

Division: Transport Canberra

Business unit: Training & Recruitment

Location: Tuggeranong, Office based position

Reports to: Assistant Director Recruitment

Date last reviewed: 26 March 2026

Position requirements: Nil

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.

POSITION PURPOSE

The Senior Recruitment and Training Officer is responsible for coordinating and delivering end-to-end recruitment services for Bus Operations, including bulk and single-point recruitment rounds, workforce planning support, reporting and compliance activities. The role supports the Assistant Director Recruitment to achieve Transport Canberra's recruitment outcomes by contributing to succession planning, future workforce capability, and culture enhancement initiatives. This position requires strong communication, facilitation and stakeholder engagement skills, exercising sound judgement and discretion to collaborate strategically and deliver outcomes in a clear, concise and professional manner.

DUTIES / RESPONSIBILITIES

1. Collaborate with stakeholders across ACT Government and external partners to deliver high-quality, fit-for purpose recruitment strategies, programs and initiatives that support organisational workforce needs.
2. Apply ACT Government and CED recruitment framework, principles and methodologies to effectively deliver operational recruitment activities and ensure compliance with established standards.
3. Prepare briefs, correspondence and assessment reports on recruitment activities including providing clear, evidence-based recommendations on outcomes and process improvements and related initiatives.
4. Provide informed advice on organisational structures and staff movements with management.
5. Undertake Working with Vulnerable People (WWVP) compliance processes, ensuring adherence to regulatory requirements for roles involving regulated activities within public transport.

6. Coordinate end to end recruitment processes including bulk recruitment, single point recruitment and expression of interest across depots ensuring consistent and efficient delivery
7. Collaborate with the training team to successfully onboard new employees following successful completion of onboarding and training.
8. Oversee depot probation processes and casual contract arrangements for Bus Operators, ensuring accurate documentation, monitoring, and compliance with organisational requirements.
9. Provide coordination and support to ensure efficient day-to-day operations of the recruitment and training administration team.
10. Undertake a range of activities to support recruitment, culture initiatives and succession planning, including participating in recruitment activities such as interview panels, scribing and public information sessions.
11. This position does not have direct supervisory responsibilities but may provide guidance and support to staff as required.

SELECTION CRITERIA (CAPABILITIES)

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

1. Ability to provide sound advice and guidance across a range of services including recruitment guidelines and activities, enterprise agreements and entitlements.
2. Well-developed written and oral communication and interpersonal skills with proven ability to effectively liaise, and when required, negotiate with a range of stakeholders to achieve positive outcomes.
3. Demonstrated high level organisational skills including the ability to effectively prioritise and use your initiative to take a project management approach to the implementation of recruitment strategies in an operational environment.
4. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

Professional / Technical Skills

- Demonstrated understanding of the ACT Government's best practice recruitment methods and principles.
- Ability to interpret enterprise agreements, policies, procedures and legislation that applies to public transport in the ACT.

Behavioural Skills

- Ability to build and maintain effective working relationships with a range of stakeholders, including the ability to analyse client/stakeholder requirements and workshop solutions to achieve desired outcomes within policy and legislative requirements.
- Ability to quickly pivot attention to alternative tasks as required to ensure that the needs of the Branch are met, this includes re-prioritising workloads and negotiating with relevant stakeholders to agree to alternative deadlines as required.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Qualifications in human resources is highly desirable.
- Experience in interpreting legislation, policies, procedures and enterprise agreements in an operational environment would be beneficial.
- 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 does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Senior Recruitment and Training Officer** (position number **P39764**) 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	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently

Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent paid overtime	Never
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	Never
Working directly with the public	Occasionally

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

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

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	Occasionally
Exposure to potentially distressing case material	Never

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