

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Team Leader

Location: Dickson/ABW

Classification: ASO6

Reports to: Assistant Director, Transport Solutions

Position number: P23604

Date last reviewed: August 2026

Division: Access Canberra

Business unit: Transport Solutions

Position requirements: *Authorised Officer under Road Transport Regulations*

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

At Access Canberra, we are all about giving people easy access to ACT Government regulatory services, payments and information while offering great customer experience. We help community



organisations, business and individuals work with the ACT Government and constantly look for new ways to deliver our services.

Access Canberra is unique to the ACT Government; we work across many different regulatory and customer service areas to support the delivery of regulatory reform and red tape reduction, drive government priorities and implement new initiatives. We actively engage in a risk and harm approach to compliance across a broad range of industry sectors to build a strong economy, safe community and sustainable environment.

At Access Canberra everything we do is to support a safe and liveable city. We put people first, value our partnerships, ensure access for all in the services we provide, uphold regulatory protections, are risk based, data led and accountable for our decisions.

Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?"

What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Canberra community.
- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise.
- A flexible workplace with state-of-the-art accommodation enabling activity-based work in a fun and creative environment.

BUSINESS UNIT OVERVIEW

Transport Solutions comprises two teams: the Public Transport and Audit (PTA) team and the Driver Licence Examiner and Audit (DLEA) team.

The PTA team is responsible for assessing and processing applications for public vehicle licences and the accreditation of public transport providers across the taxi, rideshare, hire car and bus industries.

The DLEA team assesses and processes applications for accredited driving instructors (ADIs) and conducts ACT Government one-off driving assessments for clients progressing from a learner licence to a provisional licence, as well as overseas licence holders converting their licence to ACT.

Both teams are responsible for auditing, monitoring and managing regulatory compliance within the schemes and industries they oversee.

POSITION PURPOSE

The duties of the position include the management of the day-to-day operations and to provide sound advice, innovation, and leadership to Transport Solutions Teams. This means working closely with your teams and senior officers to provide stability, guidance, mentoring and development opportunities while also looking for opportunities for improvement and remaining adaptive in a changing regulatory environment.

In this role you will need to be creative, agile, resilient and able to meet competing demands in a busy operational environment. Your strong leadership and communication skills will help you manage key relationships and navigate sensitive, time critical and complex matters.

DUTIES / RESPONSIBILITIES

Under limited direction, your responsibilities and duties of the position include:

- Provide leadership and day-to-day support to the Transport Solutions teams, Including HR matters, operational rosters, responding to incident reports and day-to-day requests for operational support.
- Encouraging innovative practices and supporting staff development and training opportunities.
- Foster innovative thinking and support a positive and high achieving work culture where work achievements are recognised and celebrated.
- Deliver high-quality customer service regarding public transport regulation.
- Prepare and implement a range of transport initiatives including the quarterly driver assessments for the Jervis Bay Territory area.
- Apply sound judgement to risk management and evidence-based decision making to assess complex transport licensing and authorisation applications within statutory timeframes and best practice guidelines.
- Overseeing and undertaking assessment, audit and compliance activities leveraging appropriate evidential methodologies and governance frameworks.
- Overseeing the reporting, invoicing and payments associated with contract management of the Wheelchair Accessible Taxi Booking Service.
- Representation at internal and external stakeholder meetings.
- Prepare complex correspondence including drafting briefs, complaints, reports and responses to Ministerial and Freedom of Information requests as required.
- Maintain records in accordance with the *Territory Records Act 2002*. Understand and work within the ACTPS Code of Conduct, ACTPS values and Work Health and Safety (WHS) frameworks and model behaviour consistent with the Respect Equity and Diversity (RED) Framework.
- Undertake other duties as required to deliver on operational activities.

The position involves direct supervision of staff in an ABW environment.

SELECTION CRITERIA (CAPABILITIES)

Your suitability for this position will be assessed on your **skills, knowledge, and behaviour** in relation to the duties/responsibilities listed above:

Skills

- Demonstrated ability to lead and motivate teams in a complex and fast paced operational and regulatory work environment.
- Demonstrated ability to manage performance, coordinate resources and staff wellbeing and development.
- Demonstrated ability to efficiently plan, prioritise and anticipate changing circumstances, and achieve outcomes.
- Demonstrated high level written and oral communication and negotiation skills.

Knowledge

- Demonstrated ability to undertake regulatory compliance matters and deliver high-quality outcomes within established deadlines.
- Demonstrated ability to work with complex legislation and legislative reform.
- Understanding of the application of risk-based regulation and decision-making.

Behaviour

- Demonstrated resilience and professionalism when managing competing priorities and high-pressure situations.
- Ability to proactively establish and maintain effective and diverse business partnerships, including with stakeholders; through collaboration, engagement and responsiveness.
- Experience in fostering and promoting an inclusive and positive culture that promotes innovation, continuous improvement and accountability in an ABW environment; and Model an understanding and commitment to ACTPS values and frameworks.

Qualifications / Requirements

1. A full Australian Driver licence Class C is essential
2. A current Working with Vulnerable People (WWVP) Registration

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Team Leader (position number P 23604) 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Never
<i>The position in an activity based work environment</i>	

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)	Frequently
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	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never

Climbing	Never
Reaching	Never
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	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Occasionally
Exposure to extreme temperatures	Occasionally
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	Occasionally
Personal Protective Equipment (PPE) required	Occasionally