CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Executive Business Officer, Bus Operations

Classification: Administrative Service Officer 6 (ASO6)

Position number: A11763

Division: Transport Canberra

Business unit: Bus Operations Executive

Location: Dickson

Reports to: Senior Director, Bus Operations and Executive Branch Manager, Bus Operations

Date last reviewed: 07/04/2026

Positon 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 Executive Business Officer is responsible for managing the Executive Branch Managers (EBM) diary and email inbox while delivering high-level executive and administrative support across the Bus Operations Branch. Reporting to the Senior Director, Bus Operations the role has oversight of branch financial and human resource management activities, and supports these functions to ensure effective business operations.

DUTIES / RESPONSIBILITIES

1. Manage the day-to-day operations of the Office of the EBM, primary point of contact for the Branch and coordinating enquiries, information flows and competing priorities in a timely manner.
2. Provide high level support to the Executive Group Manager (EGM) when required and the broader Bus Operations Management team by assisting with branch administration support as required.
3. Provide high-level executive and administrative support to the EBM including strategic diary management, records and information management, confidential and sensitive correspondence and documentation.
4. Coordinate ministerial and executive workflows for the Branch, including allocation, tracking and monitoring of responses to requests from the Minister's Office, Senior Executives and internal stakeholders, ensuring compliance with Ministerial timeframes, quality standards and governance requirements.
5. Provide high level executive, administrative and secretarial services to the Branch including formal committees, working groups, executive and team meetings ensuring accurate records, action tracking and follow-up.

6. Critically examine, evaluate and take appropriate action on reports, submissions and information to ensure relevance, completeness and accuracy.
7. Coordination of branch governance activities including financial administration such as debtor management, HR administration and Shared Services liaison.
8. Coordinate and prepare Branch-level responses to corporate reporting requirements, including the collation, verification and submission of information relating to workforce, assets and other operational reporting ensuring accuracy and timeliness.
9. Manage the EBM's diary, emails and meetings, ensuring timely responses to enquiries and lead the preparation of correspondence and management of tracking and reporting systems.
10. Assist in the preparation of confidential correspondence, reports, briefs, including the assembly of supporting documentation necessary for Ministerial correspondence.
11. 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. Demonstrated experience providing high-level executive, administrative and business support to senior executives in a complex fast paced environment. This includes managing competing priorities, exercising sound judgement and discretion, and maintaining confidentiality when dealing with sensitive matters.
2. Demonstrated ability to coordinate workflows including allocting, tracking and monitoring requests and correspondence to ensure timeliness, quality and compliance with government standards.
3. Highly developed written and verbal communication skills with the ability to liaise effectively and professionally with a diverse range of stakeholders, including Ministerial offices, Senior Executives, external agencies and industry stakeholders. Demonstrated ability to work collaboratively and contribute to a positive team and Branch culture.
4. Proven efficiency in various computer applications including virtual meeting technology and ministerial and correspondence tracking systems.
5. Demonstrated understanding of and commitment to the ACT Public Service values and Code of Conduct including Respect, Integrity, Collaboration and Innovation. Demonstrated commitment to Equity, Diversity, Inclusion and safe respectful workplaces.

Professional / Technical Skills

- Knowledge of the operations of Transport Canberra would be an advantage.
- Demonstrated knowledge of the Objective records management system would be an advantage.
- Highly developed efficiency and experience in the Microsoft suite of software, keyboard skills and correspondence tracking systems.
- Well-developed skills and capabilities supporting Executive offices.

Behavioural Skills

- Proven ability to work as part of a team and contribute to a positive team culture.
- Proven ability to communicate with a range of stakeholders across government, external stakeholders, and community groups.
- Excellent customer service and stakeholder engagement skills, operational skills and attention to detail.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Relevant experience and/or qualifications in administration and executive support would be an advantage.
- Experience in managing sensitive and classified information while supporting senior executives would be an advantage.
- 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.

ACT Government

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Executive Business Officer** (position number **A11763**) 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 ***The position in an activity based work environment***	Occasionally

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