CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Assistant Director, Bus Network Infrastructure and Improvements

Classification: Senior Officer Grade C

Position number: A20300

Division: Planning & Delivery, Transport Canberra

Business unit: Strategy, Planning & Policy

Location: 480 Northbourne Avenue, Dickson (hybrid)

Reports to: Director, Strategy, Planning and Policy (Business Improvement)

Date last reviewed: 22/10/2026

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

City Services and Transport delivers 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.

BUSINESS UNIT OVERVIEW

Working closely with key stakeholders, the Transport Canberra Business Improvement team is responsible for setting forward policy, investment, planning and public transport service delivery decisions over the medium to long term. The team also designs, plans, prioritises and implements public transport to meet Government's objectives and customer needs, and drives value for the Territory. The Strategy, Planning & Policy team leads long-term projects to support a sustainable, effective and efficient future for Canberra.

POSITION PURPOSE

The position supports the Business Improvement team by coordinating the planning and delivery of public transport infrastructure, passenger information and customer communication initiatives across the Transport Canberra network. Working under the general supervision of the Director, the role contributes to infrastructure planning, customer information management, service improvement projects and community engagement activities.

The position provides advice and coordination to support the delivery of bus stop and passenger transport infrastructure, manages infrastructure-related requests and enquiries, and assists with the development of communications and engagement activities associated with network changes and service improvements. The role works collaboratively with internal and external stakeholders to improve customer outcomes and support the ongoing development of a safe, accessible and customer-focused public transport network.

DUTIES / RESPONSIBILITIES

Under the general supervision of the Director, the Data Analyst will:

1. Provide high-quality written and verbal advice and analysis on public transport infrastructure policy, standards and planning frameworks.

2. Support the design and implementation of bus related infrastructure across the public transport network, including review of plans and specifications.
3. Develop and support passenger information channels, infrastructure request processes and promotion of Transport Canberra bus services.
4. Co-ordinate the development of bus network communications, community engagement and customer outcomes relating to infrastructure and its provision.
5. Deliver communications and passenger information plans to support new networks.
6. Assist with the development and delivery of network plans including community consultation and liaison with internal and external stakeholders.
7. Represent Transport Canberra in internal and external meetings as required
8. 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. Highly developed written and verbal communication skills, along with the ability to prepare policies, procedures and other complex written documentation
2. Well-developed research and analytical skills relevant to public transport policy development and advice, including in an operational environment
3. Well-developed management, organisational and problem-solving skills with a demonstrated ability to be proactive, flexible and manage competing priorities.
4. Well-developed interpersonal, and oral and written communication skills, and a demonstrated ability to work with people across different levels and contribute as a member of a small team.
5. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.
6. Consistently model and demonstrate the ACT Government Respect, Equity and Diversity (RED) Framework, participative work practices and Work Health and Safety policies.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Demonstrated understanding of legislation, regulations, policy and procedures.
- An understanding of public transport or similar field is highly-desirable.
- 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

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.

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.

The following work environment description outlines the inherent requirements of the role of Assistant Director (position number A20300) 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	Occasionally
Designated workstation ***The position in an activity based work environment***	Occasionally

STANDARD HOURS	**FREQUENCY**
Flexible working hours (access to flex time)	Occasionally
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	Frequently
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	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	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	Occasionally
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