

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Director Strategy, Planning and Policy

Classification: Senior Officer Grade B

Position number: P39448

Division: Transport, Territory and Municipal Services (TTMS)

Business unit: Business Improvement

Location: Dickson primarily, with presence across TC sites as required

Reports to: Senior Director, Business Improvement

Date last reviewed: June 2026

Position requirements:

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) bring 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, Territory and Municipal Services (TTMS) delivers essential services Canberrans rely on each day including integrated public transport, public libraries, grass mowing and provides administrative oversight to the ACT Public Cemeteries Authority. It is also responsible for Domestic Animal Services, and commercial operations including Yarralumla Nursery, Birrigai, 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

The business unit forms part of the wider Planning & Delivery Branch for Transport Canberra, with portfolio responsibility for:

- Operational Excellence
- Data analysis, Reporting and Improvement
- Accidents & Claims
- Future Business planning
- Asset Management & Infrastructure

POSITION PURPOSE

The Director Strategy, Planning & Policy will work closely with the Senior Director Business Improvement and a small team to develop the Public Transport Strategy, as well as supporting policies and plans, and provide advice on these matters. The Director Strategy, Planning & Policy plans, co-ordinates and delivers detailed, complex, technical and sensitive projects that impact on and align with strategic or operational outcomes for Transport Canberra, such as the Transport Canberra Zero Emission Transition Plan and other high-profile projects.

The Director Strategy, Planning & Policy will lead the development and implementation of transport related policies, planning advice and budget proposals, across the Transport Canberra portfolio, using end-to-end design thinking and focused on user experience.

The Director Strategy, Planning & Policy assists the Senior Director and other Transport Canberra executive in maintaining key stakeholder relationships across the Territory, resolves issues and delivers quality outcomes consistent with the strategic direction of Transport Canberra.



Experience in, or knowledge of, government processes including policy and project development and budget proposals is highly desirable.

Transport Canberra is dynamic and fast changing and therefore, the successful applicant needs to demonstrate the ability to work flexibly, be innovative and outcome focused.

As a senior leader within CED, this role requires a person who can inspire, energise and positively influence team and individual outcomes. The role is responsible for supervising, managing and motivating a team and providing appropriate support and guidance. Effective employee engagement skills are a key enabler in the performance of this role as is a values-based leadership style.

This position requires a leader with a strong, considered and engaging people focus to successfully deliver and drive a culture of respect and a desire to achieve customer service excellence. The ideal candidate will possess an innate ability to draw on the right skills in a contextually and environmentally appropriate manner, align team performance and develop capacity to achieve organisational objectives. Model commitment to continual learning, encourage ongoing development and engaging the right people to the right roles.

DUTIES / RESPONSIBILITIES

The Director Transport Policy will:

- Manage the development and implementation of Public Transport Strategy, key projects, strategies, policies, key performance indicators and strategic business cases, transport-related policies, plans and budget bids.
- Provide strategic public transport advice to senior management and stakeholders that have strategic, political or operational significance.
- Provide high-quality written and verbal public transport policy advice and analysis, including preparing executive and ministerial briefings and correspondence coordinating with internal business units to collate information for responses.
- Have well-developed stakeholder engagement skills and represent Transport Canberra at internal and external forums.
- Have extensive knowledge of and ensure compliance with legislative frameworks, government decision-making and Transport Canberra's business outcomes and policies requirements.

This position involves the direct supervision of up to three staff members as well as external advisors.

SELECTION CRITERIA (CAPABILITIES)

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

1. Demonstrated experience in delivering complex business outcomes and projects, understanding and balancing the needs of the community and operational resources to deliver optimal strategic public transport solutions
2. Well-developed commercial skills and the ability to innovate for business improvement, delivering quality solutions on time and within budget
3. Highly developed written and verbal communication skills, along with the ability to prepare policies, procedures and other complex written documentation
4. Well-developed management, organisational and problem-solving skills with a demonstrated ability to be proactive, flexible and manage competing priorities.
5. 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.
6. Consistently model and demonstrate the ACT Government Respect, Equity and Diversity (RED) Framework, participative work practices and Work Health and Safety policies.

Professional / Technical Skills and Knowledge

- Tertiary level qualifications in business, economics, commerce, planning, policy or a related discipline is highly desirable.
- Experience in a transport or infrastructure environment is highly desirable.

Behavioural Capabilities

- **Service Delivery** - I develop and deliver policies, procedures and complex documents that are aligned to Government priorities; demonstrating my understanding of the impact on broader policy and directions set by Government.
- **Thinking and Innovating** - I reconcile conflicting or divergent information and confirm that sources of information are reliable and sufficiently wide-ranging to enable an evidence-based decision or position.
- **Leadership** - I take responsibility for outcomes. I follow through on work commitments and do what I say I will. I maintain focus and energy, even under adversity and during times of uncertainty or change, that inspires resilience in others. I act promptly and constructively when workplace issues arise. I generously share information, knowledge and expertise with colleagues to improve business outcomes and enhance collective growth.
- Demonstrated understanding and commitment to the ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

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.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director Strategy, Planning and Policy (position number P39448) 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.

The Planning & Delivery Branch works on the basis of a minimum 40% of hours per week delivered from the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone/Mobile Phone use	Frequently
General computer use/in field technology	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

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	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Requirement to work 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	Never

Working directly with the public	Occasionally
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PHYSICAL DEMANDS	FREQUENCY
Distance walking (on roads, paths or nature strips)	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	Occasionally

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 or work sites	Never

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