

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Aboriginal and Torres Strait Islander Community Bus Coordinator

Classification: Administrative Services Officer 4 (ASO4)

Position number: P38902 (Identified)

Division: Transport Canberra

Business unit: Flexible Transport Office

Location: Woden Bus Depot

Reports to: Assistant Director, Flexible Transport Office

Date last reviewed: September 2026

Position requirements: First Aid certificate, WWVP, Drivers licence Medium Rigid, Public Vehicle Driver Authority

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. 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 Flexible Transport Office operates the Flexible Bus Service, Supported School Transport (SST) and the Aboriginal and Torres Strait Islander Community Bus. The Flexible Bus Service provides transport for older Canberrans and eligible people with disability to and from medical appointments, hospitals, and shopping centres. SST is responsible for providing school transport for students with disability to and from ACT public schools each day. The Aboriginal and Torres Strait Islander Community bus enhances social inclusion for members of the Aboriginal and Torres Strait Islander community who are experiencing difficulties accessing transport.

POSITION PURPOSE

The Aboriginal and Torres Strait Islander Community Bus Coordinator is part of the Flexible Transport Office that operates the ACT Government specialised passenger transport services including Supported School Transport services, the Flexible Bus Service and the Aboriginal and Torres Strait Islander Community Bus (The Community Bus).

The Community Bus is an ACT Government initiative designed to better meet the transport needs of the local Indigenous community. The minibus(s) are used for a range of activities including those that promote cultural and community connections, youth and justice support as well as sporting and social activities.

Reporting to the Assistant Director, Flexible Transport Office, the Coordinator is responsible for the effective and timely coordination of bookings, driving vehicles, passenger and booking enquiries, as well as maintaining all records to enable reporting. This position may also be requested to assist with administrative or operational tasks within the broader Flexible Transport Office team.

DUTIES / RESPONSIBILITIES

1. Coordinate the day-to day operation of the Aboriginal and Torres Strait Islander Community Bus service including setting priorities, driving vehicles, monitoring the workflow and compiling statistical data.
2. Undertake general administration tasks including maintain operating records, answering telephone enquiries and operating a computer-based passenger booking system and preparing reports.
3. Maintain allocated fleet vehicles including the servicing, cleaning and refuelling of buses.
4. With the support of the Assistant Director, Flexible Transport and Senior Director, Central Region, promote the service to the local Indigenous Community including meeting with community elders and groups to discuss the service and support that can be offered to community members.
5. Assist with administrative and operational tasks (driving) for the broader Flexible Transport Office team. This includes support of the call centre as required and schedule allows.
6. 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 ability to provide quality customer service, well developed conflict resolution skills and an understanding of the rights and diverse needs of people with disability and the elderly.
2. Effective communication (oral and written), interpretation and liaison skills, and the ability to develop effective relationships with clients and transport providers.
3. Demonstrated ability to set priorities and organise workloads. A high level of problem-solving skills and ability to use discretion when handling sensitive material and to operate effectively under pressure.
4. Ability to operate effectively in a team, contributing positively to team operations and working relationships.
5. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

Professional / Technical Skills and Knowledge

- High level customer service skills including effective verbal and written communication and networking skills
- Ability to use of Microsoft Office Suite and the ability to quickly learn new programs/systems.
- The physical ability to assist passengers with disability and the elderly on and off the bus

Behavioural Capabilities

- Ability to be self-motivated and have a proactive approach to problem solving, conflict resolution and ability to use discretion when handling sensitive material whilst operating effectively under pressure
- Demonstrated ability to develop effective relationships with clients and understand the rights and diverse needs of people with mobility difficulties and the elderly
- Proven ability to work as part of a team and contribute to a positive team culture

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- This is an identified position. To be eligible to apply for this role, you must identify as an Aboriginal and/or Torres Strait Islander person.
- This position requires a pre-employment medical.
- This position does require a Working with Vulnerable People Check.
- First Aid certificate (or ability to obtain)
- Drivers licence Medium Rigid (MR class) is essential (or ability to obtain)
- Hold a Public Vehicle Driver Authority (or equivalent) or ability to obtain.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Aboriginal and Torres Strait Islander Community Bus Coordinator** (position number **P38902**) 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	Never
Designated workstation	Frequently
<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	Frequently
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	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	Frequently
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally

Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Frequently
Push/pull	Frequently
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
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	Occasionally

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