

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Depot Transport Officer

Business unit: Belconnen Depot

Classification: Transport Officer Grade 3 (TO3)

Location: Belconnen Depot

Position number: A11716/Several

Reports to: Depot Manager (TO4)

Division: Transport Canberra

Date last reviewed: 07/08/2026

Position requirements: See compliance requirements

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

Transport Canberra Bus Operations Branch is responsible for the management and delivery of Canberra's bus network, including a bus fleet of around 450 buses, three major depots as well as transport that caters for the Supported School Transport and Flexible Transport services. The Branch is made up of over 1000 employees and is led by the Executive Branch Manager, Bus Operations. Our focus is on providing reliable, safe and customer centred services for the ACT community.

POSITION PURPOSE

Depot Transport Officers are responsible for the day-to-day operation of bus services within Transport Canberra. Referred to as The Starters, Depot Transport Officers are responsible for coordinating network resources including vehicle and driver allocations, preparation of daily/weekly rosters and information to the public and staff. The Starters have the responsibility to make decisions, often independently, on how to manage and resolve a wide range of incidents, situations or events that affect Transport Canberra's operational network each day.

DUTIES / RESPONSIBILITIES

1. Allocate vehicles and staff to meet operational requirements, preparation of daily/weekly rostering for operational staff, and information to public and staff via the internal communication network.
2. Operate and maintain complex databases including HASTUS, and the Daily Driver Assignment Module (DDAM), Transport Integrated Management System (TIMS), Network Availability database.
3. Provide accurate daily records of working hours of bus drivers to meet legislative requirements.
4. Participate in discussions with managers, staff and representatives on the management of resources and infrastructure.
5. Demonstrate ability or commitment to work overtime on a regular basis and to a programmed weekend roster.

6. This position involves supervision of operational staff.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Experience in operating and managing urban public transit systems, preferably in an omnibus environment, particularly in relation to industrial awards, rostering, shifts and timetables.
2. Demonstrated ability to provide leadership and management skills, including managing performance in a customer service environment.
3. Demonstrated ability to manage resources, set priorities and meet deadlines in a team environment.
4. Well-developed written and oral communication, liaison and negotiation skills.
5. Demonstrated experience in the operation of HASTUS and Daily Driver Assignment Module (DDAM), Roster Plus, Transport Integrated Management System (TIMS) and the Microsoft Office Suite and the ability to develop reports and statistics.
6. Commitment to 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.
- Drivers licence HR is essential.
- First Aid certificate or ability to obtain.
- This position requires a pre-employment medical.
- This position does require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Depot Transport Officer** (position number **Severall**) 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	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally
<i>The position in an activity based work environment</i>	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
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	Frequently
Frequent paid overtime	Frequently
Rostered shift work	Frequently

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	Frequently
Reaching	Frequently
Bending/squatting	Frequently
Push/pull	Frequently
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	Occasionally
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

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