

POSITION DESCRIPTION		
	Position Title:	Program Leader Transport Systems
	Position Number:	*NEW*
	Directorate:	IPDS
	Service:	Strategic Transport Planning & Projects
	Location:	Katoomba HQ
	Position Classification:	Band 10
	Date Created/Updated	22 July 2026

POSITION PURPOSE/OBJECTIVE

Provide operational ownership, leadership and continuous improvement of Council's transport systems, including the Bus Management System and ePermits System, ensuring effective service delivery, regulatory compliance, system performance, and positive outcomes for residents, visitors and the broader community.

RELATIONSHIPS

Reports to (<i>Position Title</i>):	Manager Strategic Transport Systems and Projects
Report to (<i>Position Number</i>):	T00714
Staff Responsibility:	1 x Transport Systems Officer
Key Internal Relationships:	Council Support & Customer Experience Service Environmental Compliance Service
Key External Relationships:	Blue Mountains community, visitors, tourism industry tourism and local businesses

KEY RESPONSIBILITIES

- Act as system owner for the Bus Management System and ePermits System, ensuring availability, integrity, performance and continuous improvement.
- Lead transport system development initiatives including procurement, implementation, upgrades and system enhancements.
- Develop, document, implement and regularly review policies, procedures and operational guidelines relevant to transport systems.
- Provide line management and professional supervision to the Transport Systems Support role, including workload allocation and performance monitoring.
- Undertake application processing for transport systems as required, including complex or escalated matters.
- Identify, investigate and resolve system issues, defects and data anomalies, coordinating with vendors and internal stakeholders as required.

- Oversee system integrations and interfaces including LPRx, Ezicom, PinForce, reporting and compliance technologies.
- Monitor system performance, usage trends and compliance outcomes, preparing reports and insights for management decision-making.
- Manage stakeholder relationships including residents and the broader community, Customer Experience teams, Council Rangers, IT, Finance and external service providers.
- Support operational coordination with tourism organisations, local businesses and community members as relevant to system usage.
- Ensure transport systems support regulatory requirements, data governance standards and financial integrity.
- Coordinate system access, training and guidance for internal users.
- Provide meeting and events support including assisting and coordinating meetings, agendas and preparation of materials, catering and minute taking.
- Maintain Council's commitment to protecting personal information and ensure information is handled in line with Council's Privacy Management Plan.
- Actively engage and be proficient in the use of internal and external technological business systems, maintain administrative business processes and systems that contribute to improved data integrity and accurate data insights.

GUIDING PRINCIPLES

- We act as one organisation responding to the changing needs of our LGA and community
- We are strategy led, driven by our Community Strategic Plan with clear priorities and focus
- We are service focused & we continuously improve service provision and provide excellent customer service
- We collaborate and work together to achieve our outcomes
- We ensure safety and well-being is at the centre of our organisation, operations and culture
- We are a financially sustainable organisation, living within our means, ensuring best value resource allocation

These Guidelines complement the Council's adopted Values of: Work Together; Work Safe Home safe; Service Excellence; Value for Money; Trust and Respect; and, Supporting Community.

WORKPLACE HEALTH & SAFETY

Ensure compliance with WHS obligations and responsibilities as outlined in Councils policies and procedures and under the relevant WHS legislation. These include but are not limited to: identifying potentially unsafe situations or work practices and notifying your Supervisor or Manager (or the Health, Safety Manager/Area Safety Representative); never performing a task that you believe is dangerous or for which you do not have the experience, or have not received appropriate instructions and training or where the correct equipment to carry out the task safely is not available; always work in a safe manner and in accordance with safety instructions, where applicable; use the work equipment supplied for the job, in accordance with the manufacturer's instructions), and any personal protective equipment, which the Council deems necessary and has provided; be safety aware and report any actions to your line manager which will assist the Council to meet its legal workplace health and safety obligations.

You have the right to cease or direct cessation of unsafe work. In addition, you are required at all times to comply with Councils Asbestos Management Plan and Policy.

COMPLIANCE & RISK

- Ensure transport systems operate in compliance with relevant legislation, Council policies, privacy requirements and data governance standards.
 - Maintain oversight of financial and revenue-related risks associated with transport systems.
 - Manage risks associated with system outages, data accuracy and system misuse.
 - Ensure secure and appropriate use of transport system data.
 - Identify emerging risks and implement mitigation strategies in collaboration with IT, Finance and management.
 - Ensure policies and procedures remain current and aligned with legislative and operational changes.
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COMMUNICATION

The role requires clear, consistent and authoritative communication with a broad range of internal and external stakeholders. This includes providing operational advice, responding to resident and customer enquiries, processing applications from residents, community and tourism operators, coordinating with rangers and customer experience teams, liaising with system vendors, and briefing managers on system performance, risks and improvement opportunities.

JUDGEMENT & PROBLEM SOLVING

Operates in a complex operational environment requiring a high level of judgement and accountability. The role independently diagnoses system issues, interprets regulatory and operational requirements, resolves competing priorities and determines appropriate responses to system, data and process challenges. Problems are often multi-factor and require analysis across technical, regulatory and customer impacts, with escalation of strategic issues as required.

AUTHORITY

- Exercise operational authority over transport system configuration, workflows and day-to-day usage.
 - Approve routine system changes, process improvements and operational decisions within approved frameworks.
 - Assign and prioritise work for the Transport Systems Support role.
 - Engage and escalate matters with system vendors and internal service providers.
 - Recommend policy, procedure, systems and budgetary changes to management.
 - Refer strategic, financial or high-risk decisions to management.
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SKILL, EXPERIENCE, QUALIFICATIONS & BEHAVIOURAL COMPETENCIES

Essential:

- Demonstrated experience in system ownership or lead operational responsibility for complex, customer-facing systems.
- Strong oral and written communication skills and interpersonal skills with an ability to deal with people on all levels and ability to explain complex issues.
- Strong understanding of transport, parking, compliance or regulatory system environments.
- Proven experience managing system improvements, upgrades or procurements.
- Experience developing and implementing operational policies and procedures.
- Strong analytical skills with the ability to identify system issues and translate data into operational improvements.
- Experience with customer service and successful communication with customers.
- Excellent stakeholder management and communication skills.
- High level of digital and systems literacy.
- Current NSW Driver Licence.

Desirable:

- Experience working within local government or a regulated public-sector environment.
- Experience with parking technologies, permit systems or bus management systems.
- Experience managing system vendors or contracts.

Behavioural Competencies:

- A strong commitment to providing excellent customer service to Councils standards.
- A willingness to undertake workplace learning and participate in training including the job training of others.
- An ability to work unsupervised and to demonstrate initiative on the job when required.
- A motivated and enthusiastic approach to work activities.
- A proven ability to work to tight deadlines.

BMCC POSITIONAL PHYSICAL DEMANDS ANALYSIS

*NOTE: to be completed with the Recruitment Requisition form by the requesting Manager/ Supervisor.
Please contact the WH&S Officer if assistance is required in completing this form.*

Position:	Transport Systems Program Leader		
Responsible Manager/Supervisor:	Manager Strategic Transport and Planning Projects		
Signature:	<i>J Camilleri</i>	Date:	22 nd July 2026

Complete the physical requirements and working condition sections of the table below based on an employees average daily exposure to the tasks listed. Ratings as follows:	Exposure Level	Rating
	No Exposure	0
	Low Exposure (0 – 2hrs daily)	1
	Medium Exposure (2 – 4hrs daily)	2
	High Exposure (4 – 8hrs daily)	3

PHYSICAL REQUIREMENTS							
Heavy Manual Tasks	0	Pushing loads > 5kgs	1	Frequent bending/ stooping	1	Sitting for extended periods	3
Light Manual Tasks	1	Pulling loads >5kgs	1	Repetitive Lifting	1	Standing for extended periods	1
Trunk Twisting	1	Extend arms for reaching	1	Elevating arms above shoulder height	1	Kneeling for extended periods	0
Climbing to access/ exit excavations	0	Throwing	0	Walking on uneven ground	1	Walking for extended periods	1
Balancing	1	Crawling	0	Hearing above background noise	1	Depth Perception	2
Colour Vision	2	Fine Manipulation	2	Shoveling/Digging	0		
WORKING CONDITIONS							
PHYSICAL							
Inside Work	3	Outside Work	1	High Temperatures > 38deg	1	Low Temperatures < 3 deg	1
Operating Machinery	0	Working Near Machinery	0	Working at Heights	0	Noisy Work Areas	2
Vibration	0	Confined Spaces	0	Prolonged Driving (periods > 2hours)	1	Working Alone	2
Overhead Work	0	Use of computer for screen-based activities.	3	Prolonged Sitting (periods > 1hour)	3	Prolonged Standing (periods > 1 hour)	1
CHEMICALS				BIOLOGICAL			
Dusts	0	Liquids	0	Pesticide Spraying	0	Herbicide Spraying	0
Working with Solvents	0	Mists / Fumes	0	Possible exposure to Hepatitis A, B, C	0	Possible exposure to Tetanus	0
Gases/ Vapours	0	Odours	0	BIOMECHANICAL			
				Repetitiveness		Fatigue	
ASBESTOS							
Asbestos Awareness	✓	None of the below					✓
Class B Asbestos Removal		Asbestos Removal and Supervision		Asbestos Assessor			
USE OF PERSONAL PROTECTIVE EQUIPMENT							
Safety Boots/ Shoes		Dust Mask/ Respirator		Protective Eyewear		Ear plugs/Muffs	
Hard Hat							
Provide a brief description of the job requirements:							