

# Executive Support Officer

## POSITION DETAILS

<b>Department / Team: Communications and Engagement</b>	<b>Reports to (title): Director, Media and Communications.</b>
<b># Direct Reports: 0</b>	<b># Indirect Reports: 0</b>
<b>Location: Brisbane</b>	<b>Salary Banding A05 (Queensland Government equivalent)</b>




## THE CROSS RIVER RAIL PROJECT

Cross River Rail will transform the way we travel to, from and through Brisbane in the future. It is a catalyst for wider rail transformation underway across the South East Queensland and it is already playing a key role in how we prepare for the 2032 Olympic and Paralympic Games.

Cross River Rail is a new 10.2km rail line including 5.9km of twin tunnels running under the Brisbane River and CBD, with four new underground stations at Boggo Road, Woolloongabba, Albert Street and Roma Street. The Cross River Rail Delivery Authority is also tasked with multiple supporting projects and activities, including accessibility rebuilds for eight surface stations, construction of three new stations on the Gold Coast, upgrades for stabling yards, track works and surface rail enhancements, and the introduction of a new world-class digital train signalling system.

Further Information: [www.crossriverrail.qld.gov.au](http://www.crossriverrail.qld.gov.au)

## OUR VALUES & BEHAVIOURS

 <p><b>WE COLLABORATE</b></p> <ul style="list-style-type: none"> <li>• We treat each other with respect and speak up when this doesn't happen.</li> <li>• We share information to help everyone be successful.</li> <li>• We have honest conversations, no agendas or surprise.</li> <li>• We are curious, asking questions to understand.</li> <li>• We work through issues together and help each other.</li> </ul>	 <p><b>WE INNOVATE</b></p> <ul style="list-style-type: none"> <li>• We are inclusive, listening to and encouraging differing views.</li> <li>• We challenge and push the boundaries.</li> <li>• We apply and share our knowledge to do better.</li> <li>• We seize our opportunity to set new standards and benchmarks.</li> </ul>	 <p><b>WE DELIVER</b></p> <ul style="list-style-type: none"> <li>• We act safely at all times.</li> <li>• We do what we say we will do and when we will do it.</li> <li>• We understand our individual role and how it fits into the project's success.</li> <li>• We take responsibility for our work and speak up when we need help.</li> <li>• We are committed to continuous development and take every opportunity to review, learn and improve the way in which we are delivering the project, learn improve.</li> </ul>
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## ROLE OVERVIEW

The purpose of the position is to assist with the development and execution of the Delivery Authority's media and communications activities.

This will involve providing timely and accurate communications and logistics support to the media and communications team to protect and enhance the Delivery Authority's reputation and help build and maintain social licence for Cross River Rail and supporting projects.

## KEY RESPONSIBILITIES

- Research and draft media and communications materials as required, including but not limited to media releases and responses; Q&As; internal newsletters and announcements; key messages; hot issues briefs; transcripts; online content and web articles.
- Help deliver media announcements, site tours and internal staff communications events as part of a small but high-performing team, including assisting with event logistics and supporting communications materials, in line with wider social licence objectives.
- Brief the Delivery Authority's internal studio on design elements required for media and communications assets.
- Assist with tracking, measuring, collating and evaluating media and communications coverage and performance to help inform strategic communication strategies.
- Build relationships with technical experts within the Delivery Authority to proactively identify potential media opportunities and issues, and with external stakeholders including journalists, Ministerial staff and our major contractors.
- Assist with financial administration tasks, including preparing and lodging purchase requisition forms, processing invoices, and liaising with suppliers and internal stakeholders regarding payments and purchases.
- Support the wider Strategic Communications and Engagement team in the delivery of other project-wide communications activities and internal initiatives, as required.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours.

## KEY COMPETENCIES

The successful candidate will be able to demonstrate the following key competencies:

- Demonstrated ability to structure written communications effectively in a timely, concise and accurate manner to achieve their purpose.
- Understanding of current media landscape in Brisbane and wider South East Queensland.
- Ability to work collaboratively, and at times autonomously, to achieve work targets and deliver outcomes in a challenging and fast-paced project environment.
- Proven experience in building effective stakeholder relationships both internally and externally.
- Ability to film content for internal and external channels, including site progress and staff interviews. Video production skills preferred but not required.



- Bachelor's Degree or equivalent experience in journalism, public relations, communications or a related discipline.
- Experience in government, construction or infrastructure is desirable, but not essential.