

Position Description – Senior Stakeholder Engagement Manager

POSITION DETAILS

Department / Team: Strategic Communications and Engagement	Reports to (title): Director Stakeholder Engagement and Issues Management
# Direct Reports: 0	# Indirect Reports: 0
Location: Brisbane	

THE CROSS RIVER RAIL PROJECT



Cross River Rail is a new 10.2km rail line including 5.9km of twin tunnels running under the Brisbane River and CBD that will unlock a bottleneck at the core of the rail network and will transform the way we travel across the whole of Southeast Queensland.

It will include four new underground stations – at Albert Street, Boggo Road, Roma Street and Woolloongabba - through the middle of Brisbane, provide new above-ground stations at the RNA Showgrounds and Dutton Park, upgrade six stations between Fairfield and Salisbury, deliver three new stations on the Gold Coast and introduce a new world-class signaling system to the wider SEQ rail network.

Once Cross River Rail is operational, journeys will be quicker, stations will be in more convenient locations and there will be capacity to increase train services as our population grows. Making public transport a more viable option for the whole region and helping to ease congestion on our roads.

Further Information: www.crossriverrail.qld.gov.au

OUR VALUES & BEHAVIOURS

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

The Senior Stakeholder Engagement Manager is responsible for managing external communications, stakeholder engagement and issues management related to construction activities across the Cross River Rail project, and associated packages of work. By proactively managing stakeholder relationships, the role supports achieving project objectives while mitigating potential stakeholder risks associated with construction activities.

Working in collaboration with internal teams, government entities, and contractors, the Senior Stakeholder Engagement Manager ensures engagement efforts align with compliance requirements and integrate with broader project milestones. This role also provides high-level advice on stakeholder concerns, contributes to government reporting, and ensures external considerations are factored into project decision-making.

This position requires strong communication, problem-solving, and project management skills are essential to successfully navigating the complexities of stakeholder engagement on a large-scale infrastructure project.

KEY RESPONSIBILITIES

- Oversee the development and execution of targeted engagement strategies tailored to different stakeholder groups, ensuring proactive and meaningful engagement.
- Manage the implementation of stakeholder strategies with relationship owners to ensure objectives are achieved.
- Lead the planning and execution of communication strategies, including public notifications, community updates, and issue resolution during construction phases.
- Ensure stakeholder engagement and communication activities comply with the project's conditions of approval, relevant government regulations and governance requirements.
- Understand broader project milestone schedules and ensure stakeholder activities are integrated with the schedule and linked to requisite items.
- Identify emerging stakeholder concerns and reputational risks, provide strategic advice to senior leadership to support risk mitigation and decision-making.
- Implement and oversee issues management strategies to proactively address stakeholder concerns and minimise project disruptions.
- Act as a key liaison between the Delivery Authority and contractors, ensuring alignment of contractor stakeholder engagement activities with contractual obligations.
- Track progress and assess the effectiveness of the stakeholder engagement plan and make adjustments as needed.
- Support all government reporting requirements including ministerial briefings and statements, board reports, adherence to policies etc.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours.

KEY COMPETENCIES

- Extensive experience in developing, managing and monitoring complex stakeholder communications on major infrastructure projects.
- Demonstrated experience in liaising, influencing and negotiating with diverse stakeholders groups including internal stakeholders, government agencies, contractors, and community representatives.
- Ability to apply project management methodologies to coordinate multiple stakeholder engagement activities in a fast paced environment, adapting to changing project demands and meeting deadlines.
- Understanding of government reporting requirements, regulatory frameworks, and compliance in stakeholder engagement.
- High-level written and verbal communication skills, including the ability to prepare reports, briefings, and engagement materials.
- Strong analytical and problem-solving skills to assess risks and implement effective stakeholder strategies.