

# Position Description – CRR Opening and Customer Readiness Manager

## POSITION DETAILS

<b>Department / Team:</b>	<b>Reports to (title):</b>
<b># Direct Reports: 3</b>	<b># Indirect Reports: 6</b>
<b>Location:</b> 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.crossriversrail.qld.gov.au](http://www.crossriversrail.qld.gov.au)

## OUR VALUES & BEHAVIOURS



### WE COLLABORATE

- 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 other.



### WE INNOVATE

- 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.



### WE DELIVER

- 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.

## ROLE OVERVIEW

The Network Opening and Customer Readiness Manager leads the planning, coordination, and delivery of both operational and customer readiness activities for the successful integration of new Cross River Rail assets. This role plays a pivotal leadership role in positioning the Cross River Rail Delivery Authority (CRRDA) to oversee an accessible and customer-friendly commencement of services that meets agreed operational requirements in collaboration with key project stakeholders including internal project teams, Queensland Rail, Department of Transport and Main Roads, Brisbane City Council and our contracting delivery partners.

The position has strategic oversight of three key delivery streams:

**Day One Operationalisation:** Leading planning, risk mitigation and coordination with stakeholders to ensure the successful integration of Cross River Rail to the broader transport network while meeting agreed operational requirements.

**Customer Readiness:** Overseeing a program of customer-focused activities throughout construction staging such as journey mapping, behavioural analysis, simulation, signage, and multi-agency experience uplift.

**Customer and Accessibility:** Managing interface with accessibility stakeholders, ensuring infrastructure and information meet regulatory and community expectations, and delivering customer experience continuity through construction and service change.

The successful candidate will lead a multidisciplinary team and oversee integrated readiness planning through structured governance, strategic stakeholder engagement, and clear decision-making pathways. This role requires the ability to synthesise operational and customer inputs into executive-ready advice, maintain strong delivery partner relationships, and proactively manage program risks and dependencies in a dynamic project environment.

This is a critical leadership position for Cross River Rail, with responsibility for ensuring the project opens in a way that is technically sound, operationally integrated, and trusted by the travelling public.

## KEY RESPONSIBILITIES

- Lead and manage a cross functional team to proactively manage the delivery of operational, customer and accessibility outcomes for the CRR project, assets and associated interface projects.
- Ensure alignment between operational and customer outcomes, stakeholder requirements and the design and delivery of the CRR project.
- Develop and apply strategic frameworks and process to ensure the project remains aligned to the CRR Business Case and Sponsor requirements, stakeholders are aware of project timelines and can plan readiness activities accordingly.
- Manage the stakeholder interface to influence planning and operations to support positive customer and operational outcomes.
- Actively participate and represent the Project's interests in meetings with the Project's delivery partners and contracting parties and provide advice to senior decision-makers on operational and customer outcomes.
- Lead the development of operational responses, plans and strategies to support the opening of CRR for network operations in a way that manages and mitigates risks.
- Proactively identify risks, issues and opportunities, and develop mitigation strategies as required, related to the delivery of key sponsor requirements, customer outcomes, assets into operations and network objectives.
- Undertake executive level briefings and engagement to support operational objectives and manage any emerging risks or issues.
- Provide an effective conduit for internal and external project interfaces relating to CRR operational and customer outcomes and readiness.

- Guide preparation of strategic decision-making inputs and briefings for CRRDA executive and government stakeholders, drawing on technical, customer and program insight.
- Lead the team in the delivery of their responsibilities including setting and supporting completion of KPIs and development plans.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours.

## KEY COMPETENCIES

- Demonstrated experience leading multidisciplinary teams to manage the delivery of customer experience programs and/or new rail assets introduction into a complex transport network.
- Ability to comprehend and interpret detailed technical information including operational concepts and apply a strategic mindset to provide informed and relevant key messaging for executive management and other stakeholders to drive decision making.
- Strong stakeholder and consultative interpersonal skills, including experience engaging and building effective collaborative relationships with and influencing internal and external stakeholders at all levels.
- Multi-agency program management delivery: Experience leading or coordinating across multiple government agencies and delivery partners with competing priorities. Effectively establishing and managing governance controls, tracking delivery, managing risk and reporting progress.
- Highly organised, with the ability to work with initiative and independence, ensuring timeframes are clearly communicated and met, and ability to adapt to sudden changes in expectations or priorities.
- Leadership and Team Development: Ability to mentor, support, and grow the capability of teams and foster a culture of delivery excellence and accountability.