Position Description – Manager, Information Management

POSITION DETAILS

Department / Team: Information Management & Governance	**Reports to (title):** Director Information Management & Governance
# Direct Reports: 1	**# Indirect Reports:** 0
Location: Brisbane, Corporate	**Salary Banding**: TRP1

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

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.

CROSSRIVERRAIL

ROLE OVERVIEW

The Manager, Information Management leads the strategic direction, governance, and optimisation of enterprise-wide information and records systems across the Cross River Rail Delivery Authority and Sequence Alliance.

This role ensures that information management practices comply with legislative obligations and support digital transformation, organisational accountability, and service delivery effectiveness.

As a trusted advisor, the Manager collaborates with senior leadership to embed a culture of information integrity and continuous improvement.

The position also provides expert leadership on platforms including Content Manager (TRIM) and Microsoft 365, ensuring integration, functionality, governance and user adoption meet business needs.

KEY RESPONSIBILITIES

Strategic Governance & Compliance

- Develop and maintain an enterprise-wide information and records management framework aligned to the *Public Records Act 2023*, *Information Privacy Act 2009*, and Qld Government standards.

- Establish governance structures, policies, file plans, and security frameworks to ensure lifecycle compliance and operational alignment.

- Provide expert advice and reports to the Director, CIO, and Executive Management Team.

Systems Management & Optimisation

- Oversee enterprise systems (TRIM) including upgrades, configuration, training, vendor liaison, and continuous improvement.

- Lead implementation of classification, labelling, and access controls within the M365 platform to support security, productivity, and AI-readiness.

- Drive integrations and digital transformation aligned to business process improvement.

Capability Building & Engagement

- Design and deliver information management awareness programs, training and overarching governance for staff across the information lifecycle.

- Foster a culture of information stewardship and continuous improvement across business units.

Innovation & Business Enablement

- Identify and implement fit-for-purpose solutions that simplify and automate information processes.

- Lead productivity and process re-engineering initiatives that enhance collaboration, access, and data use.

Partnerships & Collaboration

- Build strategic partnerships with internal stakeholders to elevate information management maturity.

- Leverage external partnerships and technologies to enhance system capabilities and compliance

- Work in accordance with the Delivery Authority's policies, procedures and safety requirements and demonstrate alignment with our values and behaviours.

CROSSRIVERRAIL

KEY COMPETENCIES

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

- Advanced knowledge of information and records management principles, legislative frameworks, and compliance requirements relevant to public sector or complex environments.

- Proven ability to design and implement governance structures, policies, and procedures that align with organisational and regulatory standards.

- Proficiency in managing and optimising enterprise content and records management systems (e.g., TRIM, M365), with the ability to deliver integrated digital solutions that enhance automation, collaboration, and data integrity.

- Demonstrated leadership capability, including leading cross-functional initiatives, influencing senior stakeholders, and mentoring team members to foster high performance.

- Exceptional written and verbal communication skills, with the ability to prepare and deliver clear, tailored reports, briefings, and training content for a range of audiences.

- Exceptional stakeholder collaboration abilities, with demonstrated ability to cultivate and sustain internal and relationships.

- Strong analytical and problem-solving abilities, including the capacity to assess complex challenges and implement effective, fit-for-purpose solutions.

- High level understanding of the laws and obligations around handling sensitive information and ensuring compliance with relevant privacy and records legislation.

- Excellent organisational and time management skills, with a focus on driving results aligned to strategic goals and business priorities.