

Position Description – Customer and Accessibility Advisor

POSITION DETAILS

Department / Team: Customer and Network	Reports to (title): Customer and Accessibility Manager
# Direct Reports: 0	# Indirect Reports: 0
Location: Brisbane	Salary Banding: AO6

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

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



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

Cross River Rail is committed to delivering accessible infrastructure that serves all customers, ensuring an inclusive, positive experience from the early stages of construction through to the first day of operations and beyond. The Customer and Accessibility Advisor will play a critical role in supporting CRRDA's dedication to creating an integrated, accessible, and inclusive transport network that meets the needs of all users.

Working as part of the Customer and Network Change Team, this role will collaborate with a wide range of internal and external stakeholders to advance customer experience and accessibility outcomes. A primary focus of the role is to support engagement and consultation with the Cross River Rail Accessibility Reference Group (ARG), a body of representatives from disability sector organisations and individuals with lived experience in diverse areas. The ARG convenes monthly, with additional working groups as needed, to provide focused feedback on various project elements, including station design and amenities, station interfaces, systems and processes, and the impact of network service disruptions.

The Customer and Accessibility Advisor will contribute to ensuring that the ARG's feedback is integrated effectively across project phases.

KEY RESPONSIBILITIES

- **Relationship Management:** Maintain proactive contact with members of the ARG, providing project updates, gathering feedback, and building positive, collaborative relationships to support accessibility objectives.
- **Support Project Milestones and Readiness Activities:** Assist in achieving customer and accessibility outcomes to meet project milestones, supporting customer readiness activities through each phase of construction through to project completion and opening.
- **Meeting Coordination and Secretariat Support:** Provide secretariat support to monthly ARG meetings, working groups, and site visits. This includes assisting with scheduling and coordination, agenda and presentation preparation, minute-taking, and tracking follow-up actions to ensure productive and well-documented sessions.
- **Content Development:** Draft, edit, and prepare presentations, reports, network updates, and communications collateral that accurately reflect Cross River Rail's customer and accessibility engagement and outcomes efforts for internal and external audiences.
- **Partnership Coordination:** Plan and Coordinate partnerships with relevant disability sector organisations to support improved accessibility outcomes for the Cross River Rail, and undertake engagement activities to promote benefits of accessibility upgrades .
- **Project Monitoring and Issue Identification:** Gain an understanding of the critical path and milestones of the Cross River Rail project as it relates to stakeholder obligations, risks and compliance requirements, using this contextual knowledge to proactively scan for potential customer and accessibility issues.
- **Stakeholder Database Management:** Maintain up-to-date records of stakeholder relationships, documenting recent interactions and engagement status to ensure consistency and accuracy in communications.
- **Comment Tracking and Feedback Management:** Monitor and track feedback from ARG members and relevant stakeholders, following up as needed to ensure feedback is effectively integrated and responded to.
- **Flexibility and Availability:** Occasional work outside of normal business hours, on weekends and public holidays may be required to support engagement activities.

- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours.

KEY COMPETENCIES

- Strong relationship building and interpersonal skills with demonstrated experience in stakeholder liaison and engagement.
- Strong written and verbal communication skills with ability to provide clear and concise messaging to a range of stakeholders including presenting to groups and creating fit for purpose correspondence, reporting and briefings.
- Demonstrated experience undertaking secretariat duties for key stakeholder forums including drafting agendas, minutes and key governance documentation.
- Demonstrated ability to monitor and track project deliverables, priorities and coordinate activities to meet competing deadlines.
- Minimum intermediate user across full Microsoft Office suite.