

Position Description - Reporting Practice Lead

POSITION DETAILS

Department / Team: Project Controls – Program Delivery	Reports to (title): Program Information Manager
# Direct Reports: 3	# Indirect Reports: 2
Location: Brisbane	Salary Banding: TRP

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.crossriversrail.qld.gov.au

OUR VALUES AND 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, learn improve.

ROLE OVERVIEW

The Reporting Practice Lead plays a critical role in shaping and delivering high-quality reporting and data visualisation services that support the performance monitoring and strategic decision-making across the Cross River Rail program.

Working closely with the Program Information Manager, this role leads a team of data analysts and engineers to transform complex project data into actionable insights that inform both operational and executive-level decisions. The Reporting Practice Lead is responsible for coordinating the development of reporting tools and dashboards that span civil, rail, and systems design, construction, testing, commissioning, and assurance activities. This includes oversight of performance data across major delivery streams such as TSD, RIS, ETCS, NGCS, and Integrated Delivery projects.

The role also contributes to the development of Program Information products that align with the Delivery Authority's data strategy and governance protocols, ensuring reporting outputs are accurate, timely, and strategically valuable.

The Reporting Practice Lead must bring a strong foundation in project and change management, advanced proficiency in Power BI and data modelling, and the communication skills necessary to bridge technical insights with business needs.

KEY RESPONSIBILITIES

As the reporting practice Lead you will be responsible for the following:

- Manage the development and implementation of a high-quality reporting and visualisation service that supports program and project controls.
- Provide leadership and oversight to a team of data analysts and engineers, fostering open communication and collaboration with clearly defined goals aligned to the Program Information roadmap.
- Support the rollout of the Program Information Operating Model, including associated change and communication plans, policies, and procedures.
- Oversee daily operations to maintain a high level of operational discipline, using tools such as Jira to monitor and support team performance.
- Prioritise and delegate tasks effectively, setting deadlines to ensure timely delivery of monthly review cycles and key project information.
- Introduce initiatives that promote creativity and sustain high performance across the team.
- Provide coaching and technical support, including troubleshooting and solution architecture guidance.
- Lead ongoing reviews and enhancements of the Program Information Team's service offering and program of work to ensure continuous improvement.
- Engage with internal stakeholders to gather reporting requirements and ensure outputs meet program and executive needs.
- Ensure quality assurance of reporting outputs, maintaining consistency, accuracy, and alignment with program standards.
- Collaborate with the Data and Reporting Services team and broader Program Controls functions to align reporting practices and share insights.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours
- Lead the team in the delivery of their responsibilities including setting and supporting completion of KPIs and development plans

KEY COMPETENCIES

The successful candidate will demonstrate a strong track record of leadership, technical proficiency, and strategic capability across performance reporting, data analytics, and project delivery. Specifically, the candidate will possess:

- Minimum 5 years' experience in project and/or change management, including leadership or supervisory roles within performance reporting, data analytics, business intelligence, and data visualisation functions.
- In-depth knowledge of performance metrics and reporting frameworks, with proven ability to apply these in complex organisational settings.
- Demonstrated experience working on or supporting large-scale infrastructure or capital projects (highly desirable).
- Advanced proficiency in Power BI, including data modelling, dashboard development, and interactive visualisation.
- Strong understanding of ETL processes and data modelling principles.
- Working knowledge and use of SQL for data querying and transformation.
- Familiarity with Agile methodologies and project tracking tools such as JIRA.
- Ability to design and implement creative, user-centric data visualisation solutions that enhance insight generation and support data-driven decision-making.
- Demonstrated capacity to develop and maintain performance reporting tools to inform both operational and strategic decision-making.
- Proven ability to lead teams, establish effective team structures, and manage the delivery of analytical products.
- Experience in leading change initiatives, including the adoption of new reporting platforms, systems, and practices.
- Proven ability to apply best practice frameworks and processes such as PMBOK, Prosci, or ITIL within reporting workflows.
- Excellent communication skills, with the ability to convey complex technical concepts to non-technical stakeholders.
- Demonstrated ability to build and maintain collaborative partnerships across multi-disciplinary teams and stakeholder groups.
- Strong strategic thinking and business acumen to translate data into insights that influence executive decision-making.
- Awareness of data governance, privacy, and compliance obligations in complex program or multi-agency environments.