

Senior Stations and Network Changes Manager

POSITION DETAILS

Department / Team: Customer and Network Integration	Reports to (title): Principal Customer and Network Changes Manager
# Direct Reports: 2	# Indirect Reports: 6
Location: Brisbane	

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 Senior Network and Stations Changes Manager is responsible for the strategic direction, governance, and delivery of customer facing changes associated with the Cross River Rail project, including major disruptions to the rail network and the operationalisation of new and upgraded stations.

The role provides leadership and oversight across two dedicated streams through direct management of the Network Changes Manager and Station Changes Manager, ensuring their teams are aligned and effectively resourced to deliver complex, high-impact change events. Coordination across these streams is essential to managing cumulative impacts and maintaining accessibility, service continuity and operational readiness.

A key aspect of the role is the proactive identification and management of emerging risks related to network disruptions and station openings, including the development of mitigation strategies and escalation pathways. The position works closely with Queensland Rail, the Department of Transport and Main Roads, Brisbane City Council, delivery partners and other stakeholders. It also leads the development and continuous improvement of the governance frameworks, assurance processes and reporting required to support decision-making, minimise disruption, and ensure successful day of operations execution.

KEY RESPONSIBILITIES

Strategic Leadership and Program Oversight:

- Set the strategic direction and priorities for the delivery of all Network and Station Changes programs, ensuring alignment to project milestones, operational readiness, and customer expectations.
- Provide overarching leadership and coordination for a multi-disciplinary team delivering complex, concurrent changes across the public transport and station networks.
- Manage the cumulative impact of construction activities on the operational network, minimising disruption and maintaining acceptable accessibility and service levels.
- Ensure effective planning, coordination, and delivery of station openings, closures, and network disruptions throughout all stages of the project.
- Lead the management and execution of Day of Operations activities for network and station changes, including real-time coordination, issue escalation, and the provision of timely updates and briefings to senior stakeholders throughout the event.

Stakeholder Engagement

- Lead engagement with senior stakeholders from Queensland Rail, Department of Transport and Main Roads, Brisbane City Council, delivery partners, and executive/ministerial offices.
- Representing the organisation at high-level forums, governance committees, and stakeholder working groups, advocating for balanced outcomes that meet customer, operational, and project needs
- Provide clear and concise briefings, reports, and recommendations to senior and executive leadership and ministerial audiences.

Risk Management and Governance:

- Identify and mitigate risks associated with network and station changes, ensuring operational and customer impacts are minimised.
- Ensure the effective facilitation of multi-agency governance forums and working groups, ensuring robust decision-making, risk management, and issue resolution.
- Maintain a structured program of impact-assessed and categorised network and station changes, ensuring each change is evaluated for operational, customer and delivery implications, and linked to appropriate management and mitigation measures.
- Maintain and continually improve frameworks and processes for network and station change delivery, and

the assurance and integration of Cross River Rail assets into the existing network.

- Conduct post-event reviews to capture lessons learned and apply continuous improvement principles.

Leadership and Team Management:

- Lead and mentor the Network Changes Manager and Station Changes Manager, setting clear objectives, providing guidance, and developing capability across the team.
- Define clear roles, priorities, and deliverables across the network and station changes programs.
- Drive team development, capability building, and performance management including setting and supporting the completion of KPI's aligned to organisational goals.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours.

KEY COMPETENCIES

- **Strategic Leadership:** Proven ability to lead and develop multidisciplinary teams in the execution of complex programs of work with significant operational and customer impacts.
- **Network Change Expertise:** Strong knowledge of public transport operations with extensive experience managing significant public transport network disruptions and/or introduction of new infrastructure and assets.
- **Stakeholder Engagement:** Advanced ability to influence and collaborate across government agencies, contractors, and internal teams at senior levels.
- **Planning & Execution:** High-level skills in planning, prioritising, risk management and delivering outcomes in a fast-paced, high-pressure environment.
- **Communication:** Excellent written and verbal communication skills, capable of producing high-quality, clear and concise briefings, reports, and presentations.
- **Adaptability & Problem Solving:** Ability to quickly adapt to changing priorities and expectations, resolve emerging issues quickly, and deliver pragmatic solutions under pressure.