

Position Description - Network Change Project Coordinator

POSITION DETAILS

Department / Team: Customer and Network	Reports to (title): Network Changes Manager – Program Delivery
# Direct Reports: 0	# Indirect Reports: 0
Location: Brisbane	Salary Banding: A05

THE CROSS RIVER RAIL PROJECT

The Cross River Rail Delivery Authority is building a new 10.2km rail line that includes 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.

Once complete, it will provide trains with a much-needed alternative rail path through the core of the current SEQ Rail network, unlocking a bottleneck and allowing more trains to run more often across the whole of South East Queensland.

The Cross River Rail Delivery Authority is also delivering multiple supporting projects and activities in conjunction with Department of Transport and Main Road. These include 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 ETCS digital 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 Customer and Network team plays a central role in coordinating and delivering customer-facing network changes throughout the staging of the Cross River Rail project. The team works to ensure construction activities, station openings, and network upgrades are implemented efficiently, with minimal disruption to commuters and transport services. They align network change planning and readiness activities across multiple internal project teams and partner agencies, enabling the safe and timely delivery of service adjustments and infrastructure integration.

The Network Change Project Coordinator provides administrative, governance, and stakeholder support to this team. This includes supporting multi-agency working groups, maintaining program and project tools, coordinating reporting inputs, and ensuring decisions and updates are accurately documented and communicated. The position assists in the integration of new and upgraded stations into service and supports network change planning in collaboration with internal and external stakeholders.

The position reports to the Network Changes Manager – Program Delivery.

KEY RESPONSIBILITIES

- Provide secretariat and administrative support for multi-agency working groups, including compilation and distribution of agenda papers and presentations, minute-taking, and record-keeping.
- Create, monitor, and update project registers and trackers, advising team members and stakeholders of pending requirements and deadlines as required.
- Prepare and assist in the editing, review, and distribution of written correspondence, including briefing notes, presentations, and project reporting, and coordinate input from relevant stakeholders.
- Develop positive working relationships with internal and external stakeholders to ensure timely information sharing and updates.
- Assist in the management of shared inboxes, ensuring correct allocation of emails to team members and tracking correspondence as required.
- Consult, liaise, and negotiate with internal and external stakeholders, delivery partners, and suppliers to deliver allocated tasks and activities.
- Work in accordance with Delivery Authority policies, procedures, and safety requirements, demonstrating alignment with the organisation's values and behaviours.

KEY COMPETENCIES

The successful candidate will demonstrate:

- Governance and Secretariat– experience supporting multi-agency working groups and governance forums, including scheduling meetings, preparing agendas and papers, coordinating stakeholder inputs, drafting minutes, maintaining registers/trackers, and ensuring decisions and actions are documented and monitored.
- Written Communication - Demonstrated ability to produce clear, concise, and professional written materials, including briefing notes, correspondence, reports, and updates for internal and external stakeholders.
- Stakeholder engagement – ability to build and maintain constructive relationships with internal project teams, government agencies, and delivery partners to support program delivery.
- Attention to detail and problem-solving – ability to identify gaps, risks, or inconsistencies in information or processes and take proactive steps to resolve them.
- Adaptability and initiative – capacity to work independently, adjust to changing priorities, and take initiative to progress tasks with minimal supervision.
- Teamwork and collaboration – works effectively within the immediate team, sharing information, supporting colleagues, and fostering a positive team environment.