

Executive Assistant

POSITION DETAILS

Department / Team: Lead Integrator	Reports to (title): Lead Integrator
# Direct Reports: Nil	# Indirect Reports: Nil
Location: Brisbane	Salary Banding: AO6

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 Executive Assistant plays a critical role in supporting the Lead Integrator position, which is a senior executive position at the CRRDA, by efficiently managing their scheduling, communication, and task prioritisation. This position requires frequent interaction with senior management and executive stakeholders, both internally and externally, and demands exceptional organisational and interpersonal skills, in a fast-paced, agile environment. The role is pivotal in ensuring that deadlines are met, priorities are clear, and decisions are made with the appropriate context and input. The ideal candidate will quickly grasp the CRRDA's organisational goals and the Lead Integrator's priorities to ensure effective and timely execution of tasks.

This position requires the ability to manage complex schedules, navigate shifting priorities, and provide administrative support, including meeting coordination, reporting, and governance.

The position requires a resilient and mature professional who thrives amid constant change and brings calm, clarity, and structure to a dynamic workplace.

The Executive Assistant will report directly to the Lead Integrator.

KEY RESPONSIBILITIES

Executive and Administrative Support

- Provide comprehensive support to the Lead Integrator in managing their daily tasks, ensuring smooth and efficient operations.
- Provide proactive, high-quality executive support including diary management, travel coordination, and correspondence handling.
- Coordinate with the Lead Integrator and Guiding Minds to coordinate and organise travel, scheduling meetings and visa support letters via the People and Culture team.
- Collaborate with the Delivery Authority Executive Office, Project Support Officers (PSOs), and other executive support teams to ensure seamless planning, preparation, and information sharing for critical meetings.
- Manage the Lead Integrator's email inbox, identifying and flagging urgent items for action while supporting effective communication.
- Provide secretarial and administrative support for meetings on behalf of the Lead Integrator, including scheduling, distributing agenda materials, creating PowerPoint presentations, taking minutes, and maintaining action registers.
- Draft, proofread, and manage documentation, reports, and presentations with discretion and professionalism.

Office Coordination

- Oversee day-to-day office operations to ensure an organised, efficient, and well-functioning environment.
- Liaise with facilities, IT, and other business units to address office requirements, system access, and logistical needs.

Onboarding and Team Support

- Coordinate onboarding and offboarding processes for staff, including system access, equipment, and induction scheduling, with the Facilities, PSO, IT and People and Culture teams.
- Support internal communications, events, and engagement initiatives that strengthen team culture and cohesion.
- Assist in coordinating events and workshops on behalf of the Lead Integrator.

Stakeholder and Relationship Management

- Develop and maintain positive, professional relationships with internal and external stakeholders, often managing competing priorities with diplomacy and tact.
- Manage sensitive and confidential information with discretion and sound judgement.
- Navigate challenging stakeholder interactions with professionalism and a solution-focused approach.
- Serve as the liaison between the Lead Integrator and internal/external stakeholders, ensuring professional and diplomatic communication.

Continuous Improvement and Agility

- Contribute to process improvement initiatives, identifying opportunities to enhance administrative systems and practices.
- Adapt readily to shifting priorities, organisational changes, and emerging business needs.
- Support project delivery and implementation of change initiatives across the team or division.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours.

General Duties

- Maintain confidentiality and manage sensitive information with discretion.
- File correspondence and documents in accordance with CRRDA's document management policies and systems (e.g., TRIM).
- Create, track, and update registers and action items, ensuring stakeholders are informed of upcoming deadlines and requirements.
- Provide general administrative support to the broader Lead Integrator leadership team as requested.

KEY COMPETENCIES

Key Capabilities and Attributes

- **Mature and Professional Demeanour:** Demonstrates emotional intelligence, discretion, and composure under pressure.
- **Resilient and Adaptable:** Maintains focus and performance in a dynamic and evolving environment.
- **Highly Organised:** Balances multiple priorities while maintaining strong attention to detail and follow-through.
- **Strong Communicator:** Excellent written and verbal communication skills, with the ability to engage effectively across all levels.
- **Stakeholder Savvy:** Skilled in navigating complex interpersonal dynamics and managing competing demands.
- **Collaborative:** Works effectively as part of a broader support network, sharing knowledge and contributing to team outcomes.
- **Tech-Confident:** Proficient in Microsoft 365, virtual collaboration platforms, and adaptable to new systems and tools.

Qualifications and Experience

- Demonstrated experience providing executive-level support in a complex or fast-paced environment.
- Proven track record of managing diaries, meetings, and correspondence for senior leaders.
- Experience coordinating onboarding, office logistics, or administrative projects.
- Exposure to agile or project-based work environments is highly regarded.
- Certificate or Diploma in Business Administration (or equivalent experience) desirable.