

Position Description – Transport Network Changes Advisor

POSITION DETAILS

Department / Team: Project Delivery Customer and Network	Reports to (title): Network Change Manager
# Direct Reports: 0	# Indirect Reports: 0
Location: Brisbane	Salary Banding: A07

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

This position will work within the Customer and Network team and be responsible for working closely with key stakeholders to coordinate a multi-agency response to planned Cross River Rail project works that will impact the transport network. A key focus will be on customer-facing network changes resulting from Cross River Rail and other concurrent project construction activities on the rail network.

Success in this position means that planned Cross River Rail and other project works can be undertaken with minimal impacts to commuters and the general public, with acceptable levels of accessibility and service maintained throughout construction, testing and commissioning, through to Go Live. This involves working with partner agencies, including the Department of Transport and Main Roads (DTMR), Queensland Rail (QR) and Brisbane City Council (BCC) to ensure alignment of network change programs, planning and readiness activities.

The position reports to the Network Change Manager and will sit within a multi-disciplinary team who will coordinate and facilitate program of network changes across road, active transport and public transport networks.

KEY RESPONSIBILITIES

- Coordination of the multi-agency program, planning and delivery of customer-facing network changes in accordance with an established framework.
- Engage regularly with partner agencies to ensure alignment of network change planning and readiness activities, and to ensure that adequate stakeholder input is received at an appropriate time.
- Administrate gateway assurance processes for management of network changes.
- Manage risks and issues on all elements of network change programs, readiness and delivery, escalating to the Network Change Manager, where required, with solutions and mitigation measures.
- Develop and manage program and project controls and develop project reporting for a variety of audiences (including decision-making and executive audiences).
- Develop materials (operational risk assessments, options analyses, gateway assurance documentation and associated go/no go check lists) for governance noting, approval and/or endorsement to progress to the next stages of planning or delivery of network changes.
- Analyse technical documents and undertake engagement at working groups to identify network and customer changes and detail the scale of impacts.
- Contribute to customer readiness and accessibility activities, such as walk throughs and familiarisations, to support successful Go Live of network changes.
- Plan for and undertake day of operations activities to monitor network changes, which may include work outside of regular hours, on weekends and public holidays.
- Undertake continual improvement exercises and lessons learnt activities post network changes.
- Support collaborative and consistent ways of working across multi-agency projects and programs of customer facing changes across the network.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours

KEY COMPETENCIES

The successful candidate will be able to demonstrate the following key competencies:

- Experience working within a complex project delivery environment, where engagement was required with a wide range of stakeholders to achieve key milestones.
- Previous experience successfully adhering to strict governance and process requirements in a project or similar setting with strong attention to detail.
- Proven ability to provide clear and concise written and verbal communication skills including reporting and development of processes, briefing notes and presentations with an ability to tailor to suit different audiences.
- Highly organised, with the ability to work with initiative and independence, ensuring timeframes are clearly communicated and met, and ability to adapt to sudden changes in expectations or priorities.
- Experience working with complex network changes across public transport or rail is highly desired.