

Senior Stakeholder Engagement Manager

POSITION DETAILS

Department / Team: Strategic Communications and Engagement	Reports to (title): Director Stakeholder Engagement and Issues Management
# Direct Reports: 4	# Indirect Reports: 0
Location: Brisbane	

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 Senior Stakeholder Engagement Manager is responsible for leading a team to manage external communication, stakeholder engagement and issues management related to construction activities across the Cross River Rail project and associated packages of work. Through proactive relationship management, the role supports achieving project objectives while mitigating potential stakeholder risks associated with construction impacts and network disruptions.

The position will guide the team in working closely with internal project teams, government entities, and contractors to ensure engagement efforts align with compliance requirements and integrate with broader project milestones and messaging. This role also provides high-level advice on stakeholder concerns, contributes to government reporting, and ensures external considerations are factored into project decision-making.

This position requires strong communication, problem-solving, and team management skills to successfully navigate the complexities of stakeholder engagement on a large-scale infrastructure project.

KEY RESPONSIBILITIES

- Lead and support a team of stakeholder engagement professionals to deliver coordinated, high-quality engagement and communication activities across construction activities for the Tunnels, Stations and Development (TSD), Rail, Integration and Systems (RIS) and European Train Control Systems (ETCS) program of works and associated network disruptions.
- Oversee the development and execution of targeted engagement strategies tailored to different stakeholder groups, ensuring proactive and meaningful engagement.
- Manage the implementation of stakeholder strategies with relationship owners to ensure objectives are achieved.
- Lead the planning and execution of communication strategies, including public notifications, community updates, and issue resolution during construction phases.
- Ensure stakeholder engagement and communication activities comply with the project's conditions of approval, relevant government regulations and governance requirements.
- Understand broader project milestone schedules and ensure stakeholder activities are integrated with the schedule and linked to requisite items.
- Identify emerging stakeholder concerns and reputational risks, provide strategic advice to senior leadership to support risk mitigation and decision-making.
- Implement and oversee issues management strategies to proactively address stakeholder concerns and minimise project disruptions.
- Act as a key liaison between the Delivery Authority and contractors, ensuring alignment of contractor stakeholder engagement activities with contractual obligations.
- Track progress and assess the effectiveness of the stakeholder engagement plan and adjusting approach as required.
- Support all government reporting requirements including ministerial briefings and statements, board reports, adherence to policies etc.
- Lead the team in the delivery of their responsibilities including setting and supporting completion of KPIs and development plans
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours.

KEY COMPETENCIES

- Extensive experience in developing, managing and monitoring complex stakeholder communications on major infrastructure projects.
- Demonstrated experience leading high-performing teams and guiding contractor stakeholder engagement requirements in a dynamic, multi-stakeholder project environment.
- Demonstrated experience in liaising, influencing and negotiating with diverse stakeholder groups including internal stakeholders, government agencies, contractors, and community representatives.
- Ability to apply project management methodologies to coordinate multiple stakeholder engagement activities in a fast-paced environment, adapting to changing project demands and meeting deadlines.
- Understanding of government reporting requirements, regulatory frameworks, and compliance in stakeholder engagement.
- High-level written and verbal communication skills, including the ability to prepare reports, briefings, and engagement materials.
- Strong analytical and problem-solving skills to assess risks and implement effective stakeholder strategies.