

Senior Advisor Stakeholder Engagement

POSITION DETAILS

Department / Team: Strategic Communications & Engagement	Reports to (title): Senior Project Manager, Stakeholder Engagement
# Direct Reports: 0	# Indirect Reports: 0
Location: Brisbane	Salary Banding: AO7

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 Advisor, Stakeholder and Community Engagement is responsible for development and implementation of comprehensive stakeholder engagement strategies for the Cross River Rail project.

Working collaboratively with key strategic stakeholders, delivery partners and major contractors, the Senior Advisor will ensure engagement activities are proactive, coordinated and aligned with project objectives. The Senior Advisor will manage and adapt strategies to suit specific stakeholders and engagement objectives throughout the different phases of the project (i.e., construction, commissioning), along with providing high-level strategic advice to senior management to help shape and influence best for project outcomes relating to key stakeholders.

The role may work across a range of project areas, including the Tunnel, Stations and Development (TSD), Rail, Integration and Systems (RIS), and European Train Control System (ETCS) contracts, as well as associated network disruptions.

Reporting to the Senior Stakeholder Engagement Manager, the Senior Advisor will play a key role in fostering positive relationships, managing complex stakeholder issues, and maintaining the project's social license to operate.

KEY RESPONSIBILITIES

- Develop and implement internal and external stakeholder engagement strategies, ensuring the strategies align with the project's goals and stakeholder needs.
- Develop and manage communication tools to ensure consistent and accurate messaging for stakeholder engagement strategies.
- Interpret, understand and apply construction programs and work activities, track critical path milestones and identify potential issues relating to stakeholders.
- Identify and escalate emerging risks and trends and develop strategies to mitigate and manage stakeholder risks.
- Plan, develop and manage communication and engagement activities associated with network changes and disruptions including working closely with key strategic partners to influence best for project outcomes.
- Ensure approval conditions and compliance requirements are met where these relate to stakeholder impacts associated with construction activities.
- Work collaboratively with key stakeholders and the major contractors on interface matters and effectively identify and manage risks and issues that may arise.
- Identify relevant and appropriate stakeholder segmentation, prioritisation, perceptual mapping, and strategies for each individual stakeholder including identifying strategies and solutions to manage potential risk.
- Liaise with internal and external project teams to develop communication and engagement activities in line with broader project milestone schedules, ensuring integration with project schedule, and influencing best for project community and stakeholder outcomes.
- Foster and maintain strategic relationships with key stakeholders, including government agencies, community groups, and industry partners to influence best for project outcomes.
- Maintain accurate records and report on all consultation and communications activities, ensuring all relevant parties are informed of issues and outcomes.



KEY COMPETENCIES

- Sound experience developing, managing and monitoring complex communications and stakeholder engagement projects supporting government infrastructure, public transport or construction projects.
- Demonstrated ability to liaise, influence and negotiate with diverse internal and external stakeholders, including government, contractors and community representatives.
- High level written and verbal communication skills, including preparation of briefs, reports and engagement materials.
- Strong organisational skills with the ability to manage multiple priorities in a fast-paced environment.
- Demonstrated ability to identify stakeholder risks, trends and issues early and implement practical mitigation strategies.
- Tertiary qualifications in a relevant field.