Position Description – Senior Document Controller

POSITION DETAILS

Department / Team: Information Management and Governance	**Reports to (title):** Manager Information Governance
# Direct Reports: 6	**# Indirect Reports:** Nil
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.crossriverrail.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 Document Controller leads the Delivery Authority's Document Control function and manages the Project Document Collaboration System (PDCS). The role provides operational leadership to the Document Control team, ensuring consistent delivery of document management services and supporting project reporting, compliance, and governance activities.

Working closely with the System Administrator, the role supports PDCS functionality and escalates system issues as required. It also contributes to the development of governance frameworks, reporting mechanisms, and technical workflows, and provides level 1 and 2 support across PDCS, TeamBinder, and Content Manager (TRIM).

The Senior Document Controller oversees the successful delivery of handback initiatives, facilitates Requests for Information through approved data sharing agreements, and supports design review workflows to satisfy project contractual obligations. The role works collaboratively with internal teams—including Data and Reporting, Program Information Management, Commercial, and Legal—as well as external Alliance partners, to ensure document control operations meet project requirements and standards across all phases of delivery.

KEY RESPONSIBILITIES

- Provide operational leadership to the Document Control team, managing workloads and resolving complex queries.
- Guide the Document Control function through all phases of the project lifecycle, adapting processes to support delivery, handover, and handback requirements.
- Provide subject matter expertise to define contractual and operational requirements in the development of project handover strategies relating to Document Control.
- Lead preparation for project handover activities and support the successful delivery of handback initiatives, ensuring documentation and processes meet contractual and operational requirements.
- Represent Document Control at stakeholder meetings to promote best practices and improve data reporting and analytics; report outcomes to project managers.
- Ensure data quality and integrity standards are maintained in TeamBinder.
- Provide authoritative advice on Document Control and Records Management to stakeholders.
- Resolve complex issues related to TeamBinder configuration, reporting, and user support (level 1 and 2).
- Liaise with internal and external stakeholders on integrated reporting and analytics, including Program Information Manager, Data and Reporting team, and Delivery Partners.
- Undertake business process mapping and support the development of technical review workflows in Content Manager (TRIM); escalate delays to managers.
- Support the Sequence Alliance and manage the Lead Integrator's Document Controller alongside the Delivery Authority.
- Review Document Management Plans, Configuration Management Plans, Change Management Plans, and other related documentation as required.
- Provide level 1 and 2 support for Content Manager (TRIM) administration.
- Ensure technical reviews and comments meet contractual timeframes.
- Develop and implement strategies to automate and streamline Document Control processes.
- Facilitate requests for Information through approved data sharing agreements.
- Build and maintain trusted relationships with key stakeholders to understand their business challenges, processes, and workflows.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours
- Lead the team in the delivery of their responsibilities including setting and supporting completion of KPIs and development plans

KEY COMPETENCIES

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

- Proven experience in a senior document control role, including team leadership, mentoring, and coaching.
- Demonstrated ability in process development and business process improvement.
- High-level proficiency with at least one or more of the following document management systems: TeamBinder, Content Manager (TRIM), or ProjectWise, and a proven ability to quickly learn new electronic records management systems (ERMS).
- High attention to detail and accuracy, with the ability to identify discrepancies and maintain document integrity.
- Strong organisational skills to manage Document Control workflows, prioritise tasks, and respond effectively to urgent Requests for Information.
- Effective verbal and written communication skills, with the ability to represent Document Control at meetings and liaise with stakeholders, senior management, and auditors.
- Understanding of document control requirements across all phases of a project lifecycle, including start-up, design, procurement, construction, commissioning, as-built, handover, and closeout.
- Demonstrated experience in implementing document control strategies, procedures, and process improvements for internal and external stakeholders.
- Ability to provide authoritative advice on document control and records management, and support compliance with contractual obligations.
- High level communication skills with demonstrated ability to work across a challenging stakeholder landscape while achieving required outcomes.
- Ability to manage complex and competing priorities while supporting team deliverables and meeting required KPI's.