



Senior Customer Readiness Advisor

POSITION DETAILS

Department / Team: Customer and Network	Reports to (title): Customer Readiness Manager
# 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.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 purpose of the position is to support, coordinate and drive customer readiness activities including wayfinding and signage, supported customer information, touchpoints and educational programs to help prepare customers for the opening of Cross River Rail.

The position will be required to support governance meetings, manage internal and external stakeholder relationships, drive the delivery project activity timelines, and prepare detailed customer readiness plans to guide the delivery of activities with stakeholder partners.

The successful candidate will need to have strong attention to detail, report development, communication, collaboration and stakeholder engagement skills. This is a position that requires you to apply strong interpersonal skills and drive relationships with key stakeholders both internally and externally. Your ability to adapt to changing environments, solve problems and take initiative to simplify and build processes that support efficiency and effectiveness will be necessary to undertake this role.

KEY RESPONSIBILITIES

- Engage with internal and external stakeholders to negotiate and drive positive customer outcomes.
- Plan content, administrate, facilitate and coordinate the delivery of the Customer Readiness Program Working Group.
- Work collaboratively with QR, TMR and BCC to coordinate the implementation of customer readiness activities in preparation for the opening of CRR and steady state.
- Identify opportunities to positively influence customer outcomes, advocate for improved customer experience through understanding of best practice requirements, design intent and customer impacts.
- Develop, update, and maintain the customer readiness checklist based on outcomes agreed to by the Customer Readiness Program Working Group.
- Develop communication collateral and detailed reports to support the implementation of Customer Readiness activities.
- Understand the critical path and milestones of the Cross River Rail project relating to customer and operational readiness, stakeholder roles and responsibilities.
- Support and participate in customer research and testing activities, review and refine processes, customer touchpoints and communications based on outcomes to ensure the delivery of customer readiness activities are successfully managed.
- Report progress on the delivery of the program schedule and identify issues and risks associated to activities, escalating to the Customer Readiness Manager with solutions and mitigation measures.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours.



KEY COMPETENCIES

- Experience working within behaviour change, customer experience or stakeholder programs. Previous experience supporting public transport or infrastructure projects highly regarded.
- Proven ability to proactively analyse and independently manage tasks, utilise processes and governance to drive positive customer outcomes, and meet organisational expectations or quality and timeliness.
- Written and verbal communication that is clear and concise, models open communication and actively and attentively listen to others. Works collaboratively and seeks to understand audiences and adapt style accordingly.
- Strong interpersonal and negotiation skills, with the ability to influence outcomes without direct authority.
- Highly capable of interpreting complex or technical information and producing effective communication tools suited to a variety of audiences.