



Operational Functionality Manager

POSITION DETAILS

Department / Team: Customer and Network	Reports to (title): Head of Customer and Network
# Direct Reports: 1	# Indirect Reports: Nil
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.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 this role is to provide assurance that Cross River Rail infrastructure, systems and staging decisions collectively enable the railway to operate as a complete system, delivering the required operational performance, capacity and passenger outcomes across Day 1, steady state and future operational states.

The role coordinates governance arrangements that provide transparency and assurance that operational outcomes defined by the Project and Sponsor Requirements remain achievable. This includes facilitating operational functionality activities across the project, supporting informed decision-making, and ensuring infrastructure, systems and delivery sequencing decisions are assessed against agreed operational requirements.

The role supports delivery of Sponsor outcomes such as increased network capacity, reduced journey times, improved frequency, conflict-free operations and mixed traffic and freight access by validating network readiness, modelling and assurance activities, including the development and validation of concept timetables and operational scenarios.

Working within a complex multi-agency environment, the role brings together technical inputs, stakeholder requirements and operational planning activities to identify and manage dependencies, assumptions, departures and risks that may affect operational performance and capacity. The role supports agency partners by providing clarity on key requirements, identifying emerging operational constraints, and working with stakeholders to manage the operational impacts associated with evolving infrastructure states and delivery decisions.

The position will report to the Head of Customer and Network and brings together technical, operational and stakeholder inputs to support decision-making, manage risk and maintain alignment with agreed operational outcomes.

KEY RESPONSIBILITIES

Operational Functionality and Outcomes

- Provide assurance that infrastructure, systems and staging decisions enable the railway to operate as a complete system and achieve agreed operational outcomes.
- Facilitate alignment between operational requirements, Sponsor requirements, business case outcomes and broader network objectives.
- Coordinate operational inputs, validation and reporting to support governance and informed decision-making.

Network Readiness, Validation and Assurance

- Coordinate validation and modelling activities that demonstrate the railway can operate as intended across Day 1, steady state and future operational states.
- Monitor and report on infrastructure sequencing and key delivery milestones to assess alignment with agreed operational requirements.
- Develop and maintain frameworks, processes and reporting that support transparent management of operational functionality outcomes, including the review of design and management plans.

Operational Risk and Change Management

- Identify, monitor and report on dependencies, assumptions, departures and operational risks that may affect the railway's ability to operate as intended.
- Assess operational impacts arising from project changes, network constraints, transitional operating environments and evolving infrastructure states.



- Facilitate the management of changes, departures and derogations to ensure operational outcomes are protected and mitigations are progressed.

Stakeholder and Agency Coordination

- Coordinate technical and operational inputs across internal teams, delivery partners and external agencies to support alignment of operational requirements.
- Build and maintain effective working relationships to support collaboration, issue resolution and management of operational constraints.
- Provide advice and briefings to senior stakeholders and governance forums to support informed decision making.

Leadership and Ways of Working

- Manage and support the Operational Functionality team, including performance management, capability development and achievement of team objectives.
- 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:

- **Strategic Operational Insight** - Demonstrated ability to interpret complex technical, operational and project delivery information to support the assessment of operational risk and delivery of performance outcomes.
- **Operational Assurance & Governance** – Demonstrated experience at the interface between technical and operational assurance including validation and risk management activities within large-scale infrastructure and/or transport environments.
- **Stakeholder Engagement & Influence** - Proven ability to build effective relationships and influence senior stakeholders across multiple organisations in a complex governance environment.
- **Leadership & Delivery in Ambiguity** - Ability to manage teams and deliver outcomes in dynamic, high-pressure environments with evolving requirements, competing priorities and changing delivery contexts.
- **Judgement and Escalation** – Ability to exercise sound judgement, identify emerging risks and issues, determine appropriate escalation pathways and provide clear advice to support senior decision-making.