

Position Description – Community Information Officer

POSITION DETAILS

Department / Team: Communication & Engagement	Reports to (title): Director of Strategic Communication
# Direct Reports: 0	# Indirect Reports: 0
Location: Brisbane	Salary Banding: OO2

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 purpose of the position is to engage directly with stakeholders and members of the public at the Future Rail Experience Centre, and other associated community engagement events. In this role you are required to open and close the Experience Centre, work shifts at the Centre and at events held in other SEQ locations and escalate any stakeholder engagement or operational issues as they arise.

Occasional weekend work and some travel may be required for community engagement events, but the Future Rail Experience Centre is open from Monday to Friday.

This position reports to the Strategic Communication Manager and supports the broader Communications and Engagement team.

KEY RESPONSIBILITIES

- Provide quality front of house service to enhance the experience of visitors and stakeholders.
- Deliver public programs including guided tours, school holiday activities, present education programs, and host events and functions.
- Assist with activities within the Experience Centre to ensure the work plan meets brand, vision, and strategic and operational objectives.
- Oversee the operations and cleanliness of exhibitions, galleries, displays, screens and public spaces.
- Assist with administrative duties as required, for example daily reporting and stocktaking.
- Identify and report basic faults in relation to exhibits and audio-visual equipment.
- Set up and dismantle functions, workshops, children's and young people's activities and presentations.
- Assist with answering telephone enquiries, taking bookings and other administration duties.
- Contribute to the safety culture of CRRDA by reporting all incidents and hazards and ensuring work is undertaken in the safest way possible, following all CRRDA WHS policies/procedures and guidelines relevant to the job.
- Maintain compliance with Queensland Government public health directives including confirming QLD Covid Check In registrations and securing visitor cooperation with face mask and social distancing mandates.
- Wear company provided uniform while on duty.
- Expected hours of duty will include weekends, public holiday, school holidays and will include requests to represent the CRRDA at functions outside of the Experience Centre and regular business hours.
- 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:

- Must hold or can obtain and maintain a positive Working with Children notice and First Aid qualifications for the duration of employment.
- Open or P2 Driver's license and access to own reliable transport to commute to Brisbane CBD and other locations for engagement events
- Experience in visitor service in the retail, tourism and/or hospitality sector, delivering programs, tours, activities, or special events and functions.
- Ability to communicate effectively with people from all parts of the community, including families, students, professionals, and people with different cultural backgrounds and abilities.
- Understanding of the work environment and actively participate in team goal setting.
- Ability to follow direction provided by supervisor and recognise the need for improved work practices.
- Ability to work independently on routine tasks while remaining adaptable and flexible to accommodate the changing needs of the team.
- Well-developed communication skills to interact with varying age groups and demographics.
- Interest in, or study of Town Planning, Engineering, Communications, Education or Business is highly regarded.