

Position Description – 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: AO6

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

This role supports the effective delivery of Customer Readiness by providing structured program coordination, governance support, and customer issue tracking across the project lifecycle. It plays a key role in maintaining oversight of customer facing readiness activities by supporting the program schedule and dashboards, ensuring progress against milestones is visible, risks are identified early, and information is clearly reported for decision making. The role also contributes to the development and maintenance of Customer Readiness Plans and checklists.

Working closely with project partners, the role provides secretariat support to governance forums, including preparation of minutes and maintenance of action registers. The successful candidate will need to have strong attention to detail, 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

- Governance Meeting Facilitation and Secretariat Support - Facilitate Customer Readiness Program and Customer Governance (CRPCG) meetings by coordinating schedules, preparing agendas, drafting presentation materials and slides, supporting pre briefs with members, taking minutes, maintaining action registers, and tracking actions to closure.
- Program Schedule and Dashboard Support - Support the maintenance of the Customer Readiness program schedule and dashboards, tracking milestones, identifying risks or slippages, and ensuring accurate and timely reporting to support governance and decision making.
- Customer Readiness Planning and Checklists - Assist in the development, maintenance, and coordination of Customer Readiness Plans and readiness checklists, ensuring activities are clearly defined, tracked, and aligned to project milestones and opening requirements.
- Customer Issues Register Management - Support the management of the customer issues register, including logging issues, monitoring progress, following up with owners, and supporting resolution and close out. Coordinate and facilitate monthly team check ins focused on reviewing trends, risks, and priority customer issues.
- Customer Readiness Inbox Management - Monitor and manage the Customer Readiness (CR) inbox, triaging enquiries, responding where appropriate, and ensuring issues or actions are allocated and progressed in a timely manner.
- Customer Research and Testing Support - Support and participate in customer research, engagement, and testing activities, including coordination, documentation of findings, and incorporation of insights into customer readiness planning and issue management.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours



KEY COMPETENCIES

- Strong relationship building and interpersonal skills with demonstrated experience in stakeholder liaison and engagement.
- Strong written and verbal communication skills with ability to provide clear and concise messaging to a range of stakeholders including presenting to groups and creating fit for purpose correspondence, reporting and briefings.
- Demonstrated experience undertaking secretariat duties for key stakeholder forums including drafting agendas, minutes and key governance documentation.
- Demonstrated ability to monitor and track project deliverables, priorities and coordinate activities to meet competing deadlines.
- Comfortable working across multiple workstreams and priorities in a fast-paced project environment.
- Intermediate skills across MS Office Suite.