

Principal Customer Readiness Advisor

POSITION DETAILS

Department / Team: Customer and Network	Reports to (title): Customer and Network Manager
# Direct Reports: 0	# Indirect Reports: 0
Location: Brisbane	Salary Banding: A08

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 Principal Customer Readiness Advisor plays a critical role in preparing customers, stakeholders, and operating environments for the successful implementation of major project deliverables within the Delivery Authority. The position is responsible for leading and driving elements of the multi-agency Customer Readiness Program, managing customer testing activities, and ensuring that customer-facing outcomes are aligned with project scope, technical requirements, and contractual obligations.

This role operates in a complex governance environment, requiring high-level analytical capability, strong stakeholder engagement, and the ability to communicate with influence to support effective decision-making and optimise readiness outcomes.

The role reports to the Customer Readiness Manager within Customer and Network team in Program Delivery.

KEY RESPONSIBILITIES

- Lead and coordinate key elements of the Customer Readiness Program to ensure operational and customer preparedness.
- Oversee the end-to-end customer testing program, including planning, scheduling, execution, and acceptance activities.
- Validate customer testing requirements against project scope, technical specifications, and operational needs.
- Identify testing-related contractual gaps and implement mitigation strategies, including commissioning additional testing.
- Maintain program management tools, including schedules, action logs, risks, issues, and dependencies.
- Develop high-quality documentation, plans, reports, and other artefacts to support structured readiness activities and governance requirements.
- Monitor and resolve risks, issues, and dependencies across readiness and testing activities.
- Build and maintain strong relationships with internal and external stakeholders, including delivery partners, operational agencies, technical specialists, and customer-facing teams.
- Facilitate workshops, meetings, and testing activities with diverse stakeholder groups, ensuring shared understanding and alignment to project objectives.
- Communicate complex information with influence to executives, partners, and technical teams.
- Represent Customer Readiness in governance forums, workshops, and cross-project working groups.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours

KEY COMPETENCIES

- **Communicates with influence:** Highly developed interpersonal and negotiation skills, with the ability to influence outcomes without direct authority.
- **Developed program management skills:** Strong understanding of project and program management methodologies, assurance processes, and readiness frameworks.
- **Advanced communication skills:** Ability to distil and communicate complexity into clear, concise information for decision-making.
- **Stakeholder Management:** Proven ability to build strong, collaborative relationships across multidisciplinary teams.
- **Customer focussed:** Demonstrated ability to anticipate customer needs, assess customer impacts, and ensure project outcomes support a positive end-user experience.
- **Customer Experience:** Experience in public transport, technology, major infrastructure or government funded projects supporting customer experience outcomes.