

Principal Customer and Network Advisor

POSITION DETAILS

Department / Team: Customer and Network	Reports to (title): Senior Network and Station Change Manager
# Direct Reports: 0	# Indirect Reports: 0
Location: Brisbane	Salary Banding: AO8

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 and improve.

ROLE OVERVIEW

The purpose of this position is to drive the planning, coordination and implementation of readiness activities that support the successful introduction of new infrastructure, services, operational capabilities and network changes across the Cross River Rail program.

Success in this position means that major project outcomes, including new and upgraded stations, timetable changes, network capability states, operational improvements and opening activities, are planned and implemented through a structured readiness approach that minimises customer, operational and stakeholder impacts.

The position will lead readiness initiatives involving extensive engagement with delivery partners, operators, government agencies and project teams to ensure impacts are understood, risks are managed and organisations are prepared for successful implementation. This includes coordinating readiness activities across multiple agencies, monitoring the delivery of agreed actions and commitments, managing interdependencies between organisations and facilitating collective decision-making through established governance and assurance frameworks.

The position sits within a multi-disciplinary team responsible for coordinating and facilitating readiness activities across customer, operational and transport network environments.

KEY RESPONSIBILITIES

- Drive and coordinate readiness activities associated with the introduction of new infrastructure, operational capability, network changes, timetable changes, station openings and other major project outcomes.
- Effectively manage risks, issues, dependencies and interfaces associated with readiness activities and implementation, escalating where required with proposed solutions and mitigation measures.
- Manage stakeholder relationships with internal project teams and partner agencies, including the Department of Transport and Main Roads (DTMR) and Queensland Rail (QR), to ensure the alignment of readiness planning and activities, and to ensure that adequate stakeholder input is received at the appropriate time to support delivery.
- Actively participate in and facilitate multi-agency governance forums and working groups, supporting effective decision-making, issue resolution and stakeholder alignment.
- Coordinate and monitor readiness activities across participating organisations, identify risks, issues and dependencies that may impact implementation outcomes, and facilitate timely resolution through established governance forums and decision-making processes.
- Undertake planning to assess complexity, dependencies, risks and implementation requirements associated with future project outcomes, operational changes and changes to rail operations.
- Analyse technical information to identify customer, operational and network impacts, determine implementation requirements and develop appropriate management approaches and mitigations.
- Develop and maintain project controls, governance frameworks and reporting products for a range of operational, executive and decision-making audiences.
- Develop readiness strategies, implementation plans, governance artefacts and assurance materials to support decision-making and progression through key project gateways.
- Plan for and lead implementation and day-of-operations activities associated with readiness initiatives, network changes, opening activities and major service transitions.
- Undertake continual improvement, lessons learned and assurance activities to support future readiness and implementation outcomes.
- Provide support across the Customer and Network team as required, adapting to evolving priorities, project requirements and business needs.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours

KEY COMPETENCIES

- Strong understanding of public transport operations, readiness planning, organisational change or major project implementation activities within a complex multi-agency environment.
- Experience maintaining robust project management, governance and reporting frameworks. Project Management or other relevant qualifications are highly regarded.
- Proven ability to provide clear and concise written and verbal communication, with experience providing high-level advice and translating complex technical information into practical recommendations for a range of audiences.
- Highly organised, with the ability to work with initiative and independence, ensuring timeframes are clearly communicated and met, and the ability to adapt to changing priorities, emerging risks and evolving project requirements.
- Strong stakeholder engagement, negotiation and influencing skills, with experience working across operational, technical and executive environments to achieve positive project outcomes.