

Deputy Director, Program Performance Office

POSITION DETAILS

Department / Team: Program Delivery	Reports to (title): Director, Customer and Program Strategy
# Direct Reports: 4	# Indirect Reports: 20
Location: Brisbane	Salary Banding: NA

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 Deputy Director, Program Performance Office provides senior functional leadership across program governance, reporting, risk, assurance and program controls to support confident decision-making and disciplined program delivery through to First Passenger Service and Steady State.

The role establishes and maintains an integrated view of program performance, ensuring strategic risks, issues, dependencies, forecasts, decisions and actions are visible, understood and actively managed. It provides independent analysis and constructive challenge to strengthen transparency, accountability and delivery confidence.

Working across the Authority and with delivery partners, the Deputy Director drives consistent practices, strengthens capability, improves the quality of program information and supports effective executive decision-making, while leading and developing multidisciplinary teams through functional managers and specialist staff, including the Head of Program Controls who leads the planning and scheduling, cost control, risk and project information functions.

KEY RESPONSIBILITIES

Functional Leadership and Performance

- Lead the governance, reporting, assurance and change management functions, establishing strategic direction, performance expectations and priorities aligned to program delivery objectives.
- Lead the program controls function through the leadership of the Head of Program Controls, establishing strategic direction and performance expectations across planning and scheduling, cost control, risk and project information disciplines.
- Lead the development, implementation and continuous improvement of integrated program governance, reporting, risk, assurance and controls frameworks.
- Drive the performance, maturity and continuous improvement of governance, reporting, risk and controls functions through functional leaders and specialist teams.
- Establish and maintain an integrated view of performance across scope, schedule, cost, milestones, risk, issues, dependencies and organisational priorities, including the relationship between schedule performance, schedule risk and delivery decisions.
- Set data, reporting and controls standards and work with accountable owners to improve information quality, consistency and timeliness, and strengthen the use of data and analytics to support forecasting and delivery insights.
- Maintain a clear focus on delivery of sponsor requirements and ensure performance management and change management activities are aligned to these requirements.

Governance, Risk and Assurance

- Lead program and enterprise risk and opportunity management, ensuring material matters are identified, assessed, assigned, escalated and actively treated.
- Lead the effectiveness and continuous improvement of governance forums, decision pathways, papers, actions and accountabilities so decisions are timely, traceable and supported by quality information.
- Lead program assurance, health checks, lessons learned and improvement activities, including monitoring the completion and effectiveness of agreed actions.
- Lead the governance and assurance of integrated change management processes and approvals, including interfacing with technical change teams providing system engineering inputs.
- Identify systemic issues, performance gaps and emerging delivery risks and direct appropriate interventions, corrective action and continuous improvement.

Executive Reporting and Decision Support

- Provide leadership and direction for the provision of accurate, timely and decision-focused reporting and briefings to the Director, Executive Leadership Team, Board, executive governance committees and authorised stakeholders.
- Provide independent analysis and constructive challenge on performance, forecasts, strategic risk, readiness and emerging trends.
- Support informed executive decision-making through integrated reporting, governance and assurance insights.
- Drive accountability and transparency through effective reporting, governance and escalation mechanisms.

Program Integration and Delivery Readiness

- Integrate First Passenger Service milestones, readiness dependencies, risks and assurance requirements into program controls and executive reporting.
- Ensure governance, reporting, risk, assurance and controls functions provide a coordinated and integrated view of program readiness and delivery performance.
- Lead the resolution and escalation of cross-functional, cross-package and interface issues, risks and dependencies impacting delivery confidence and program outcomes.

Leadership and Capability

- Lead and develop functional leaders and multidisciplinary teams across governance, reporting, risk, assurance and program controls disciplines.
- Set clear priorities, strengthen capability and foster accountability, collaboration and continuous improvement.
- Build a high-performing culture that promotes constructive challenge, professional growth and organisational learning.
- Provide leadership through periods of organisational change, capability uplift and performance improvement initiatives.

Stakeholder Engagement

- Build productive working relationships across delivery, finance, commercial, technical, corporate and operational readiness functions and with relevant delivery partners.
- Influence stakeholders to support governance, reporting, risk and controls improvements that strengthen delivery confidence and organisational performance.
- Foster a culture of transparency, collaboration and shared accountability across the Authority and delivery partners.

KEY COMPETENCIES

- **Program Governance and Assurance:** Designs and operates clear governance and assurance arrangements that support accountability, escalation, traceability and effective decision-making.
- **Executive Reporting:** Develops and improves executive and Board reporting that converts complex program information into clear insights, decisions and accountabilities.
- **Integrated Program Controls:** Can connect scope, schedule, cost, milestones, forecasts, risk and dependencies to provide a coherent and reliable view of program performance.
- **Risk and Opportunity Management:** Applies disciplined risk and opportunity practices, with appropriate independence, escalation and constructive challenge.
- **Strategic Analysis and Insight:** Converts complex program information into concise insights, options and recommendations for senior decision-makers.
- **Executive Communication:** Communicates clearly and credibly through reports, briefings and governance forums, including on complex or sensitive matters.
- **Systems Thinking and Integration:** Understands cross-program consequences and connects information across functions, delivery packages and organisations.
- **Leadership and Collaboration:** Leads and develops functional leaders and specialist teams, builds productive relationships across diverse professional disciplines, and maintains clear standards, accountability and continuous improvement.