

Position Description – Customer & Network Manager

POSITION DETAILS

Department / Team: Customer and Network – Program Delivery	Reports to (title): Senior Network and Station Change Manager
# Direct Reports: 4	# Indirect Reports: 0
Location: Brisbane	Salary Banding: TRP1

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.crossriverrail.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 lead the planning, coordination and implementation of customer, operational and network readiness activities that support the successful introduction of new infrastructure, services, operational capability and network changes across the Cross River Rail program.

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

The role will lead a multidisciplinary team responsible for customer and network readiness activities, including network and station change management, opening coordination, organisational readiness, operational transition planning and stakeholder coordination. The role is accountable for establishing governance arrangements, managing readiness activities and ensuring successful implementation of major project outcomes.

The position works closely with internal project teams, delivery partners, Queensland Rail, the Department of Transport and Main Roads and other stakeholders to ensure customer, operational and network outcomes are aligned, well governed and successfully implemented.

KEY RESPONSIBILITIES

- Lead a multidisciplinary team responsible for customer and network readiness activities, including network and station changes, opening coordination, operational transitions and implementation planning.
- Lead the development and implementation of readiness strategies, management plans and governance arrangements required to support major project outcomes.
- Maintain strategic oversight of readiness, transition and implementation activities, ensuring alignment between customer, operational, testing, delivery and organisational requirements.
- Drive readiness and implementation activities across project teams, operators, delivery partners and government agencies to ensure customer, operational and network outcomes are integrated and aligned to project milestones.
- Facilitate multi-agency governance forums and working groups, ensuring effective decision-making, issue resolution, accountability and management of cross-organisational dependencies.
- Proactively identify and manage risks, issues, dependencies and interfaces associated with readiness, transition and implementation activities, ensuring appropriate escalation and mitigation measures are implemented.
- Lead development of executive briefings, governance papers, options analyses, assurance documentation and recommendations to support key project decisions.
- Manage the performance and development of reporting team members, including capability development, performance planning and achievement of agreed objectives.
- Provide support across the Customer and Network team as required, adapting to evolving priorities, project requirements and business needs.
- Lead the team in the delivery of their responsibilities including setting and supporting completion of KPIs and development plans
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours

KEY COMPETENCIES

- **Leadership:** demonstrated experience leading multidisciplinary teams, establishing priorities and delivering outcomes in complex, evolving and high-pressure environments.
- **Readiness, transition and implementation management:** experience leading complex readiness, operational change, network change, service implementation, opening or major project delivery activities within a multi-agency environment.
- **Stakeholder engagement and influence:** advanced stakeholder engagement, negotiation and influencing skills, with experience working across government agencies, operators, delivery partners and executive stakeholders.
- **Planning, governance and coordination:** strong capability in developing and implementing governance frameworks, management plans, readiness activities and coordinated implementation approaches to achieve project outcomes.
- **Strategic thinking and problem solving:** demonstrated ability to identify risks, issues, dependencies and opportunities, and develop practical solutions and mitigation strategies within a complex delivery environment.
- **Communication:** excellent written and verbal communication skills, including the ability to translate complex technical and operational information into clear advice, executive briefings, governance papers and recommendations.