

Senior Customer Readiness Advisor

POSITION DETAILS

Department / Team: Customer and Network	Reports to (title): Customer and Accessibility Manager
# Direct Reports: 0	# Indirect Reports: 0
Location: Brisbane	Salary Banding: A07

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 Senior Advisor 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 providing assurance that customer-facing infrastructure, wayfinding signage and accessibility features are operationally ready and customer-facing outcomes are aligned with project scope, technical requirements, and contractual obligations. The role leads customer focused audits, design reviews, inspections and validation activities to identify and resolve issues that may impact customer experience.

Through critical analysis, stakeholder engagement, issue resolution and evidence-based assurance, the position supports informed decision-making and ensures stations optimise best practice customer outcomes.

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

KEY RESPONSIBILITIES

- **Verification, Validation & Customer Testing Activities** - Support the delivery of the Customer Readiness Verification and Validation Program, including planning, scheduling, site assessments, assurance checks and customer testing exercises. Able to analyse testing and validation outcomes, understand risks and provide evidence-based recommendations to support customer experience and readiness outcomes.
- **Issue Management & Reporting** – Maintain readiness documentation, action registers, KPI reporting and project controls to ensure risks, issues, actions and evidence are tracked and managed effectively.
- **Customer and Accessibility Advocacy** - Champion customer and accessibility needs throughout the project lifecycle, ensuring customer-facing outcomes are practical, inclusive and stations are ready for customer use.
- **Station Experience Review and Issue Resolution** - Conduct site reviews and assessments to identify customer experience, wayfinding, signage and accessibility issues, and work with stakeholders to resolve them.
- **Stakeholder Coordination** - Facilitate meetings with diverse stakeholder groups to drive alignment, issue resolution and shared understanding of customer readiness objectives. Collaborate across project teams to coordinate customer readiness activities and support the successful implementation of customer-facing changes.
- **Reporting & Documentation** - Develop high-quality documentation, readiness plans, audit reports, assessments, actions registers and other artefacts to support structured readiness activities and governance requirements.
- **Stakeholder Engagement** - Build and maintain strong relationships with internal and external stakeholders, including delivery partners, operational agencies, technical specialists, and customer-facing teams to support successful project outcomes.
- **Safety & Compliance** - Work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours.

KEY COMPETENCIES

- **Developed project management skills:** Sound understanding of project management methodologies, assurance processes, and readiness frameworks.
- **Communicates with influence:** Good interpersonal and negotiation skills, with the ability to influence outcomes without direct authority.
- **Stakeholder engagement:** Proven ability to build solid 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.
- **Assurance and compliance:** Ability to review infrastructure, designs and installations for compliance with standards, contractual requirements and customer expectations.
- **Customer Experience:** Experience in public transport, technology, major infrastructure or government funded projects supporting customer experience outcomes.
- **Customer Testing:** Experience with gathering structured evidence and providing assessments.