

Stakeholder Engagement Manager

POSITION DETAILS

Department / Team: Strategic Communications and Engagement	Reports to (title): Senior Stakeholder Engagement Manager
# Direct Reports: Nil	# Indirect Reports: Nil
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 and improve.

ROLE OVERVIEW

The Stakeholder Engagement Manager is responsible for managing external communication, stakeholder engagement and issues management for network disruptions, construction activities and other key changes associated with the Cross River Rail project.

You will work closely with internal teams and other government entities to build stakeholder and customer awareness and preparedness ahead of key changes to the public transport network as a result of Cross River Rail project activities. This includes developing and implementing targeted communication and engagement strategies to support understanding and preparedness for network change, as well as monitoring and responding to issues throughout disruption.

The role will also contribute to communication and stakeholder engagement processes across broader project activities and packages of work as required.

Through proactive communication, stakeholder engagement and the early identification and management of emerging concerns, issues and reputational risks, the role supports effective delivery of network changes and broader project activities, ensuring stakeholder and customer considerations are appropriately reflected in project planning, decision making and implementation.

KEY RESPONSIBILITIES

- Develop, implement and monitor targeted communication and stakeholder engagement strategies and initiatives, with a primary focus on network changes and disruptions.
- Coordinate communication and engagement activities with internal teams, government entities and delivery partners to build stakeholder and customer awareness, understanding and preparedness ahead of network disruptions.
- Plan and deliver external communication and engagement activities associated with construction works, project milestones, testing and commissioning activities, and other significant project related network changes.
- Develop communication tools and materials that provide clear, accurate, timely and consistent information to affected stakeholders and customers.
- Build and maintain productive relationships with government agencies, contractors, businesses, community representatives and other key project stakeholders to support coordinated planning, communication and delivery of network changes and project activities.
- Identify and monitor emerging stakeholder and customer concerns, issues and reputational risks before, during and following network changes and other project activities; develop appropriate responses, escalate significant issues and provide advice to support project decision making.
- Ensure stakeholder engagement and communication activities comply with relevant conditions of approval, contractual obligations, government requirements and governance processes.
- Interpret project schedules, construction programs, network change plans and planned activities to ensure communication and stakeholder engagement is integrated with key milestones, dependencies and delivery requirements.
- Monitor the effectiveness of communication and stakeholder engagement activities and adjust strategies and approaches in response to emerging issues, stakeholder feedback and changing project requirements.
- Maintain accurate records and provide timely reporting on consultation and communication activities, stakeholder issues, emerging risks and outcomes.
- Contribute to government and executive reporting requirements, including ministerial briefings, statements and Board reports.
- Contribute to communication and stakeholder engagement activities across broader project areas and packages of work as required.
- Work in accordance with Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours.

KEY COMPETENCIES

- Demonstrated experience developing, implementing and evaluating complex communication and stakeholder engagement strategies, preferably within a major infrastructure or public transport environment.
- Demonstrated experience managing communication and stakeholder engagement associated with significant operational change or disruption, including initiatives that build stakeholder and customer awareness, understanding and preparedness.
- Demonstrated ability to build and maintain productive relationships, influence outcomes and negotiate with diverse internal and external stakeholders, including government agencies, contractors, businesses and community representatives.
- Strong project management and organisational skills, with the ability to coordinate multiple communication and engagement activities, manage competing priorities and respond effectively to changing project requirements and emerging issues.
- Strong issues management capability, including the ability to identify and assess stakeholder and reputational risks, develop appropriate responses and provide clear and timely advice to support decision making.
- High-level written and verbal communication skills, including the ability to translate complex project and operational information into clear and accessible stakeholder communications, briefings, reports and engagement materials.
- Strong analytical and problem-solving skills, with the ability to interpret project information, identify stakeholder implications and develop practical communication and engagement approaches.
- Tertiary qualifications in communications, public relations, marketing or project management or a related discipline are highly desirable.
- Relevant professional qualifications or training in community and stakeholder engagement, such as Engagement Institute programs, is desirable.