

Position Description – Network Changes Manager

POSITION DETAILS

Department / Team: Customer and Network	Reports to (title): Senior Customer and Network Changes Manager
# Direct Reports: 4	# Indirect Reports: 0
Location: Brisbane	

THE CROSS RIVER RAIL PROJECT

Cross River Rail is a new 10.2km rail line including 5.9km of twin tunnels running under the Brisbane River and CBD that will unlock a bottleneck at the core of the rail network and will transform the way we travel across the whole of Southeast Queensland.

It will include four new underground stations – at Albert Street, Boggo Road, Roma Street and Woolloongabba - through the middle of Brisbane, provide new above-ground stations at the RNA Showgrounds and Dutton Park, upgrade six stations between Fairfield and Salisbury, deliver three new stations on the Gold Coast and introduce a new world-class signaling system to the wider SEQ rail network.

Once Cross River Rail is operational, journeys will be quicker, stations will be in more convenient locations and there will be capacity to increase train services as our population grows. Making public transport a more viable option for the whole region and helping to ease congestion on our roads.

Further Information: www.crossrивerrail.qld.gov.au

OUR VALUES & 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



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

ROLE OVERVIEW

The purpose of the position is to manage the Network Change program to ensure the successful delivery of customer-facing network changes throughout the staging of the Cross River Rail project. Leading a multi-disciplinary team who coordinate and facilitate network changes across roads, active transport and public transport.

Success in this position means that planned Cross River Rail construction activities can be undertaken with minimal impacts to commuters and the general public, with acceptable levels of accessibility and service maintained during construction. This role will ensure the successful delivery of network changes, which include extended closures of the existing rail network to undertake construction, as well as the introduction of new and upgraded stations into service. Alignment of network change planning and readiness activities will be a key focus, undertaking extensive engagement with internal project teams and external partner agencies, including the Department of Transport and Main Roads (DTMR), Queensland Rail (QR) and Brisbane City Council to ensure customer, operational and delivery outcomes.

KEY RESPONSIBILITIES

- Lead a multi-disciplinary team to delivery of the network change program of works across roads, active transport and public transport.
- Maintain strategic oversight of the network change program in relation to the overall CRR construction program and determine and allocate work priorities.
- Facilitate multi-agency Network Change Working Groups, ensuring the application of robust governance and decision-making processes.
- Proactively apply frameworks, manage risks and issues, and implement measures to coordinate and manage all complex network changes.
- Engage regularly with stakeholders including the Department of Transport and Main Roads (DTMR) and Queensland Rail (QR) to ensure correct information flows, and that adequate stakeholder input is received at the appropriate time to support network changes.
- Develop materials (operational risk assessments, options analyses, gateway assurance documentation and associated go/no go check lists) for governance noting, approval and/or endorsement to progress to the next stages of planning or delivery for network changes.
- Prepare correspondence and deliver briefings on planned or unplanned network changes to executive management and Minister's Office.
- Lead day of operations management activities for network changes.
- Facilitate QR and DTMR to review 'business as usual' activities in relation to the management of major network changes.
- Monitor any changes / risks in the construction schedule that may affect planned network changes.
- Undertake continual improvement exercises and lessons learnt activities post network changes.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours
- Manage the performance of reporting team members including setting and supporting completion of KPIs and development plans.

KEY COMPETENCIES

- Extensive experience in leading complex network changes across public transport interfacing with key stakeholders to achieve critical milestones.
- Strong capabilities in proactively identifying risks, issues and opportunities, and developing mitigation strategies, in a complex and challenging project environment.
- Highly organised, with the ability to work with initiative and independence, ensuring timeframes are clearly communicated and met, and ability to adapt to sudden changes in expectations or priorities.
- Proven ability to provide clear and concise written and verbal communication, with experience providing high-level advice that is rigorously considered.
- Advanced stakeholder engagement capabilities with exposure to both management and technical professions including the ability to collaborate, negotiate and influence to achieve positive project outcomes.
- Demonstrated team leadership skills in fostering a collaborative and high-performance culture, with experience mentoring and developing team members.