

Position Description



Position Title	Senior Adviser Community & Stakeholder Engagement
Position No	00074101
Delegation Level	006
Job Designation	Adviser
Organisational Unit	Community and Stakeholder Engagement Corporate Affairs
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Team Member/Tech Prof
Shiftworker	No
Classification (Range)	AS6 .1 - AS6 .4
Pay Scale Type	ASPT
Reports to Position	Team Leader Community and Stakeholder En

QUEENSLAND RAIL VALUES:

1 Queensland Rail - We do better together
Treat others with respect - We appreciate everyone's contributions and differences
Empower our people - We have confidence in our people
Act Safely - We work safe, to go home safe
Make a positive difference - We learn from today, to improve tomorrow

Position Purpose

This role provides expert community relations advice and support services for the business. Specifically, this role develops and implements community and stakeholder engagement plans to support Queensland Rail's operations, including major infrastructure projects, and ongoing maintenance and upgrades to existing assets.

Position Responsibilities

1. Build and maintain Queensland Rail's brand and reputation through the delivery of superior community relations services.
2. Develop and implement, in accordance with industry best practice, comprehensive and detailed community and stakeholder engagement plans for:
 - major infrastructure projects;
 - ongoing maintenance and upgrades to existing assets; and
 - projects and issues as they arise from time to time.
3. Establish and maintain strong working relationships with key internal and external stakeholders to ensure the successful delivery of community and stakeholder engagements plans.
4. Provide customer, community and stakeholder engagement services whilst supporting and guiding peers as a key member of Queensland Rail's Brand, Reputation and Corporate Affairs team.
5. Evaluate and report on the efficacy of customer, community and stakeholder engagement plans, and update plans as required - based on research and data available.
6. Maintain records of customer, community and stakeholder engagement activities using customer relationship management software.
7. Provide guidance, mentorship, and quality assurance support to Adviser roles, ensuring consistency, accuracy, and alignment with organisational standards and strategic objectives.

Position Description



Additional Factors

The appointee will be required to :-

- Comply with Queensland Rail's Code of Conduct;
- Observe all legal and safety obligations of the organisation;

What is the key selection criteria

1. High level of skill in developing and implementing comprehensive and detailed community and stakeholder engagement plans.
2. High level of written, oral and interpersonal communication skills to effectively liaise with key stakeholders.
3. High level of conceptual thinking, problem solving and decision-making skills to ensure the effective delivery of customer, community and stakeholder engagement activities.
4. High level of skill in balancing priorities and working within tight timeframes in a high-pressure work environment.
5. High level of skill to work autonomously and as a member of a team and the ability to successfully work with multiple teams within Queensland Rail and other government agencies.
6. High level of skill to influence people at all levels, adapting communication and engagement style accordingly and to work with diverse stakeholders and build constructive working relationships to achieve positive outcomes for Queensland Rail.
7. Substantial level of skill to learn and understand the different aspects of the rail industry and understand Queensland Rail's business objectives.
8. Knowledge of and willingness to commit to and work within Queensland Rail's Value and Behaviours.

Pre-employment Checks:

Not Applicable

Health, Safety and Environment Responsibilities

Comply with the overarching document called Health, Safety and Environment Responsibilities MD-11-6843 located in the Safety and Environment Management System.

Personal Protective Equipment needs:

Refer to relevant business instructions.

Safety Publications

Refer to relevant business instructions.

Please Note:

Queensland Rail has a random alcohol and other drug testing program.
Testing can occur anywhere, at any time, on any day.