

Position Description



Position Title	Senior Manager Corporate Communication and Engagement
Position No	00088247
Delegation Level	004
Job Designation	Manager
Organisational Unit	Strategic Communications
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	
Shiftworker	No
Classification (Range)	Contract
Pay Scale Type	Contract
Reports to Position	GSM Brand, Reputation & Corp Affairs

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

Build and maintain Queensland Rail's brand and reputation through the delivery of superior corporate communication and stakeholder engagement services for the business, including internal communication and engagement, industry engagement, digital design and production, and special projects.

Position Responsibilities

1. Lead the Corporate Communication and Engagement team and foster a high-performance culture within the portfolio and function, drive continuous improvement and capability development ensuring they are responsive to the company's needs, creating and adding value.
2. Participate as a member of the management team to provide leadership relating to the development and implementation of strategic and integrated plans for the internal communication and engagement, industry engagement, digital design and production, and special projects teams that advance Queensland Rail's purpose, vision, and strategic and operational objectives.
3. Provide guidance and act as the point of accountability for key issues and escalations relating to the corporate communications and engagement team.
4. Provide leadership, guidance and oversight to the corporate communication and stakeholder engagement 'centre of excellence' that provides superior professional services for the business, leveraging cross-functional collaboration and relationships with key external stakeholders.
5. Provide expert, strategic and tactical corporate communication and stakeholder engagement advice and services for business, working collaboratively with the Executive Leadership Team, and other senior leaders in the business, especially those within the Brand, Reputation and Corporate Affairs function.

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6. Lead and oversee the successful implementation of Queensland Rail's internal communication and change program, including for current and future major projects.
7. Measure the success and impacts of corporate communication and stakeholder engagement strategies using key metrics and analytics to measure return on investment, including monitoring relationships with key internal and external stakeholders.
8. Build and maintain strong professional working relationships with key internal stakeholders and provide high-quality, in-house digital design and production services to meet the company's extensive and diverse communication, engagement, and marketing needs.

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 strategic leadership and management, communication, engagement, negotiation, and relationship management to deliver organisational outcomes within a dynamic, complex commercial and customer-oriented environment.
2. Extensive knowledge of the political, regulatory, and commercial landscape impacting Queensland Rail, and the ability to provide informed, strategic corporate communication and engagement advice and professional services.
3. Extensive knowledge of and experience leading the design and execution of enterprise-wide corporate and strategic communication and change programs that support major projects, organisational change, and employee engagement across geographically dispersed teams.
4. High level of conceptual thinking, problem-solving, and decision-making skills, including ability to identify emerging trends, best practices, and innovative communication methods, with a demonstrated ability to drive process improvements and organisational performance.
5. Extensive knowledge of corporate communication frameworks, including the ability to develop, implement, and evaluate internal and external communication strategies to ensure effectiveness and continuous improvement.
6. High level of skill in developing and enhancing communication competence at all levels of leadership through training, coaching, and the provision of tools, education, and strategic guidance.
7. Knowledge of and willingness to commit to and work within Queensland Rail's Values 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.

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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.