

# Position Description



Position Title	Team Leader Customer Strategy
Position No	00076328
Delegation Level	005
Job Designation	Team Leader
Organisational Unit	Customer Insights & Strategy Transformation
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Lead Others
Shiftworker	No
Classification (Range)	AS7 .1 - AS7 .4
Pay Scale Type	ASPT
Reports to Position	Manager Customer Insights & Strategy

## 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

To prepare, facilitate and provide specialist advice in the development and maintenance of Customer related strategies and plans which will champion best practice in all facets of the customer journey, challenging traditional concepts, methods and timelines.

## Position Responsibilities

1. Prepare and provide specialist advice in dynamic research and the flow on to targeted strategies, instilling a continuous improvement philosophy in our roadmap of initiatives.
2. Identify areas for improvement and recommend strategies and plans required to close gaps to meet and exceed the expectations of our Customers.
3. Foster relationships with Executives and Senior Stakeholders to communicate and influence the development and socialisation of the enterprise-wide customer experience strategy and roadmap, ensuring full alignment with and integration into Queensland Rail's vision and strategy to significantly increase customer advocacy.
4. Provide leadership and direction to the customer strategy team members in all areas including development and career planning as well as performance management.
5. Help to ensure the strategic roadmap reflects the customer segmentation and research results, and drives measurable satisfaction.
6. Participate in forums for strategy, innovation and idea generation and engage business experts, suppliers and consultants for all aspects of the customer experience where necessary.
7. Undertake presentations and briefings to Queensland Rail Management and other external stakeholders.

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## 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 communication skills including the ability to translate the customers expectations into effective business strategies.
2. High level of interpersonal and influencing skills, including consultation, presentation, negotiation skills.
3. High level of conceptual, analytical and innovation problem solving skills to respond to the dynamic changing business needs.
4. Substantial level of skills in the development of enterprise wide strategies, and programs of work.
5. Substantial level of skill in transformational initiatives at a management level.
6. Substantial level of leadership and management skills to achieve business outcomes.
7. Substantial group facilitation skills and techniques to assist in building customer related strategies.
8. Knowledge of and willingness to commit to and work within Queensland Rails values and behaviours.

## Pre-employment Checks:

Not Applicable

## Mandatory Qualifications (If not already held, I will gain these when in position)

- 40007588 All Aboard
- 40001627 Building Emergency Procedures

## Enterprise Qualifications (If not already held, I will gain these when in position)

- 40009601 Code of Conduct Refresher
- 40006537 Rail Safety Awareness

## 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.