

Position Description



Position Title	Customer Information Delivery Lead
Position No	00089826
Delegation Level	006
Job Designation	Adviser
Organisational Unit	Community and Stakeholder Engagement Corporate Affairs
Work Centre	Brisbane
Position Type	Temporary
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	
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 will support the Queensland Rail rollout of the South East Queensland customer information uplift. Specifically, this role will ensure appropriate internal and external stakeholder engagement occurs to ensure successful delivery.

Position Responsibilities

1. Build and maintain Queensland Rail's brand and reputation through the delivery of superior stakeholder engagement services.
2. Develop and implement, in accordance with industry best practice, comprehensive and detailed community and stakeholder engagement plans for:
 - major infrastructure and customer information projects;
 - 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 the customer information uplift.
4. Provide customer, community and stakeholder engagement services while 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 information and engagement plans, and update plans as required - based on research and data available.
6. Maintain records of customer information, station uplift delivery and engagement activities using customer relationship management software.
7. Provide guidance, mentorship, and quality assurance support to ensure consistency, accuracy, and alignment across agencies and Queensland Rail's 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;
- Work at an alternative location one day a week (TMR).

What is the key selection criteria

1. High level of skill in community and stakeholder engagement across complex infrastructure and customer-facing projects.
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.