

Position Description



Position Title	Manager Customer Performance
Position No	00089054
Delegation Level	004
Job Designation	Manager
Organisational Unit	SEQ Operations
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)	Contract
Pay Scale Type	Contract
Reports to Position	Snr Mgr SEQ Ops Delivery

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 lead cross-functional initiatives that drive performance improvement across the SEQ rail network by analysing service delays and reliability issues and implementing targeted initiatives that improve on-time running, reliability, and customer experience.

Position Responsibilities

1. Lead the development and delivery of the SEQ Customer Performance Plan by identifying and implementing cross-functional initiatives that improve on-time running and customer satisfaction.
2. Coordinate integration of major project readiness (e.g. CRR) with business-as-usual operations to minimise disruption and ensure operational continuity.
3. Analyse operational performance and incident data to identify root causes and opportunities for proactive prevention and response strategies.
4. Facilitate working groups or tiger teams to deliver complex, cross-functional change programs that enhance operational efficiency.
5. Develop reports and dashboards that translate performance data into insights and recommendations to support strategic decision-making.
6. Engage with key stakeholders to build alignment, promote accountability, and influence delivery of performance outcomes across operational teams.
7. Apply structured improvement methodologies such as Lean Six Sigma and change management frameworks to drive sustainable service delivery improvements.

Additional Factors

The appointee will be required to :-

Position Description



- 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 leading cross-functional operational improvement initiatives, with a demonstrated ability to deliver measurable improvements in service performance and customer outcomes.
2. Extensive knowledge of major program integration and readiness planning, with proven experience aligning project and operational activities in complex environments.
3. High level of skill in analysing operational and incident data, applying root cause analysis, and developing proactive improvement strategies.
4. High level of skill in stakeholder engagement and influencing across diverse teams, including corporate, regional, and frontline groups.
5. High level of skill in performance reporting and insight development, including translating data into actionable business recommendations.
6. 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.

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.