



# Senior Manager – Customer Operations and Maintenance

## EL2

**Employment Type:** Non-ongoing (12 month contract with potential to becoming permanent)

**Salary Range:** \$139,418 -156,673 per annum plus 15.4% Superannuation

**Reporting to:** General Manager Customer, Place and Operations.

**Location:** Sydney

**Security Clearance:** Baseline Vetting Level

**Job Reference Number:** TBA

**Contact Officer:** [HR@hsra.gov.au](mailto:HR@hsra.gov.au)

**Closing date and time:** 1 November 2024

## ABOUT US

The High Speed Rail Authority (the Authority) is a newly established independent Australian Government Corporate Commonwealth entity responsible for overseeing the development of a high speed rail network along the east coast of Australia. This includes providing policy and planning advice and recommendations to the Australian Government and undertaking research and evaluation in relation to the high speed rail network and corridor along the east coast.

East coast high speed rail will be a nationally significant project for Australia and the Authority will support the Australian Government in planning for the future by working closely with state and territory governments and other key stakeholders to develop high speed rail between major cities and key regional centres in order to advance social, economic and population outcomes. A high speed rail network will allow passengers to travel between major and regional cities at speeds exceeding 250 kilometres per hour. The first priority of the Authority will be the Sydney to Newcastle corridor with an Australian Government \$500 million commitment to start corridor acquisition, planning and early works in consultation with the NSW Government.

The Authority is overseen by an independent Board.

## ABOUT YOU

The Senior Manager Customer, Operations, and Maintenance oversees all aspects of high-speed rail operations, customer experience, and lifecycle maintenance strategies. The role is responsible for delivering a reliable, efficient, and customer-centric service, ensuring that the rail system operates at peak performance and meets the expectations of customers and stakeholders.

This position is being offered as a 12-month non-ongoing contract with strong prospects for a longer-term engagement.

## Key Responsibilities

- **Operations Management:** Lead the development and execution of operational plans, including service timetables, system resilience, and operational readiness.
- **Customer Experience:** Ensure that customer experience is embedded in all operational decisions, driving improvements in service delivery and customer satisfaction.
- **Maintenance Planning:** Oversee lifecycle maintenance strategies that ensure long-term reliability and operational efficiency of the rail network.
- **Collaboration with Commercial Teams:** Work with the commercial team to define and refine the operating model, ensuring alignment between operational performance and financial viability.

## Knowledge, Experience and Skills

- You are skilled in balancing operational resilience and efficiency with a focus on customer experience. Whilst managing the interface between operations, customer service, and asset maintenance while maintaining service reliability.

Our ideal candidate has:

- Tertiary qualifications in transport planning, engineering, or a related discipline.
- Extensive experience in operations, maintenance, and customer experience management in large-scale rail or infrastructure projects.
- Strong leadership skills, with the ability to manage complex operational environments and deliver customer-focused outcomes

## Key Stakeholders

- **Internal:** CEO and executive leadership team
- **Internal:** Collaborate with customer experience, operational, and urban planning teams to ensure integration with project goals.
- **External:** Liaise with government agencies, local councils, transport providers, and developers to deliver coordinated urban and transport solutions

## Benefits

- Competitive salary
- 15.4 % superannuation
- Flexible workplace arrangements
- Training and development
- Opportunity to be part of a dynamic, high performing team with vibrant workplace culture.

## Eligibility Requirements

Employment with the Authority is subject to conditions prescribed within the [Public Service Act 1999](#) included:

- **Citizenship:** must be an Australian citizen to be eligible for employment with the Authority.
- **Health Assessment:** may be required to undergo a medical examination conducted by the Authority's preferred medical provider.
- **Security Clearance:** must be able to obtain and/or maintain a security clearance at the Baseline Vetting Level. You must be willing to disclose all relevant and required information. You must have lived in Australia, or have a verifiable background, for at least the preceding five years for Baseline Vetting Level. More information on the security clearance vetting process is available on the [Australian Government Security Vetting Agency \(AGSVA\) website](#).

## How to Apply

You should submit a brief cover letter (maximum 800 words) outlining your skills and experience relevant to the Key Responsibilities and an up to date CV (maximum of 3 pages).

All applications must be submitted to [HR@hsra.gov.au](mailto:HR@hsra.gov.au)

Please contact [HR@hsra.gov.au](mailto:HR@hsra.gov.au) if you have any questions.

Work with us. Apply now!

# HSRA Values

