# Senior Advisor (Research)

## About the role

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| **Salary range and classification** | Per annum – $116,538 - $124,688Per fortnight – $4,466.90 - $4,779.30Plus, super and leave loading benefits.Classification level A06 |
| **Employment type** | Temporary flexible full time to 28 March 2025 with possible extension |
| **Contact officer** | Emily Hawthorn, Principal Advisor – phone: 07 3338 4329 |
| **Primary location** | 61 Mary Street, Brisbane |
| **Reporting** | Reports to Principal Advisor, Customer InsightsDirect reports – Nil |
| **Job ad reference no**  | QLD/578206/24 |
| **Closing date** | Monday, 29 July 2024 |

## Why join TMR?

Transport and Main Roads' (TMR) vision is to create a single integrated network accessible to everyone. We are delivery focused, united by our purpose to make a difference to the lives of Queenslanders.

Every day is different and so are our teams. We foster an inclusive workplace culture and will support you to grow and develop in your career while maintaining a healthy work-life balance.

TMR is committed to reconciliation and creating a workplace that empowers Aboriginal peoples and Torres Strait Islander peoples to thrive.

We strongly encourage applicants from all life experiences and backgrounds to apply.

Please tell us about any additional support or adjustments, such as interpreting services, physical requirements, or assistive technologies, that will better enable you to shine during the recruitment process.

## About us

Translink (a Division of TMR) is responsible for enabling the effective planning and management of public passenger transport services in Queensland and engages delivery partners to operate services on its behalf. The Customer Insights team's role is to understand our customers through research and analysis, and to provide meaningful insights that inform and drive customer focused outcomes for Queensland public transport customers.

## Key responsibilities

The Senior Advisor (Customer Insights) offers advanced support to the Principal Advisor (Customer Insights) and ensures successful design and delivery of market research and customer insights initiatives, analyses various data sources to extract insights and presents those insights in engaging formats tailored to the audience.

Some of your responsibilities will include:

* Design and implement market research projects including the Customer Experience Survey delivery contract, ensuring timely delivery of quality research outcomes.
* Implement effective project management practices and processes to ensure that market research projects and contracts are managed effectively.
* Establish, develop and maintain project information systems to track and report on project progress and completion.
* Investigate issues, analyse and interpret data, formulate strategic options, provide recommendations and prepare briefs that provide meaningful customer insights for business use.
* Foster strong relationships with team members, business stakeholders and suppliers to align market research projects with business needs and proactively address project issues and risks.

## About you

We recognise and celebrate that everyone is unique and seek the applicant best suited to the role. We will assess your experience, knowledge and acquired skills, as well as your potential for development and your personal qualities. To thrive in this role, you will need to demonstrate the following:

### Mandatory qualifications and conditions

* Nil.

### Requirements of the role

* Demonstrated experience in supporting the design and delivery of market research projects within agreed budgets and timeframes, ensuring output is of the highest standard and aligned to strategic priorities.
* Very strong communication and interpersonal skills, with a demonstrated ability to work collaboratively with, internal and external stakeholders, both verbally and in writing, to deliver customer-focused outcomes.
* Strong time management and organizational skills, with a demonstrated ability to manage changing and competing priorities.
* Strong analytical and problem-solving skills with demonstrated experience in data collection and analysis, and interpretation of data to extract key insights.
* Active participation in the design of new solutions, new ways of working and a commitment to improvement.

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| **Important information for applicants** | Recommended applicants will be subject to pre-employment checks before an offer of appointment. Refer to the Applicant guide for more information. |
| **How to apply** | Apply through the Smart jobs and careers website. Your application should include: * Your CV or resume (maximum five pages); and
* A cover letter (maximum two pages) outlining how your knowledge, skills, experience and attributes meet the requirements of the role.
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The Queensland Government is reframing its relationship with Aboriginal peoples and Torres Strait Islander peoples.

This can only be achieved by working in partnership as we move forward together with mutual respect, recognition, and a willingness to speak the truth about our shared history.

At TMR, we value the relationships and contributions Aboriginal peoples, and Torres Strait Islander peoples make to our diverse and inclusive workforce and the people of Queensland.