

Samara Downey

Superintendent Ops Readiness



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Cover Letter

Profile

I am a dynamic and people-focused leader with progressive experience across rail operations, change management, and operational readiness with over nine years in the rail and logistics industry.

Currently Superintendent of Operational Readiness Training at BHP, leading a team of 13 professionals. I am skilled at driving culture transformation, embedding organisational change (ADKAR), and fostering safe, collaborative, and high-performance workplaces. I have a strong record in stakeholder engagement, coaching, and building team capability.

Recently I have had exposure to consultations with ER, HR and union representatives to support organisational changes, demonstrating my ability to navigate complex employee relation with empathy and professionalism.

My career has been defined by a commitment to safety, operational excellence and inclusive leadership. I am passionate about fostering a vibrant and respectful workplace culture

Having just relocated to Brisbane, I would welcome the opportunity to contribute to your team

Key Skills

- People Leadership & Team Development
- Culture Transformation & Engagement
- Industrial & Employee Relations (IR/ER)
- Stakeholder Management & Communication
- Organisational Change Management (ADKAR)
- Operational Readiness & Workforce Planning
- Safety Leadership & Risk Management
- Data-Driven Decision Making
- Training, Coaching & Mentoring

Work Experience



Superintendent Operational Readiness - Training

BHP, Perth WA

December 2024 to Current (9 Months)

Achieved a increase in participation in employee perception survey by increasing team culture and developed strong routines that lead to growth in output.

Leadership & Team Management

- Conduct regular performance reviews and support career progression
- Conduct understanding and education on ER, HR and union consultations for employee changes.
- Promote safety culture and continuous improvement
- Vendor and Contract management including performance and compliance is met.
- Negotiate contracts and monitor cost adherence to meet budgetary requirements.
- Monitor KPIs continuous improvement and ensure training readiness.

Project & Schedule Delivery

- Deliver training programs and readiness initiatives on schedule ensuring alignment with operational timelines.
- Enable the progression and implementation of over 20 training packages tailored to operational needs..
- Managing competing priorities and maintain performance under pressure in a dynamic environment.

Strategy Development & Operational Compliance

- Design, implement and evaluate training programs that support work force capability
- Align training content with strategic goals and regulatory requirements
- Collaborate with subject matter experts to ensure technical accuracy
- Communicate effectively across all levels of the organisation including executive reporting
- Prepare documentation, reports and presentations for stakeholders.



Lead Change | Change Specialist

BHP, Perth WA

May 2023 to December 2024 (1 year, 2 months)

- Leading the Operational Readiness (OR) team, embedding change and driving cultural uplift aligned to project objectives.
- Applied ADKAR methodology to successfully implement change initiatives, supporting teams through Awareness, Desire, Knowledge, Ability, and Reinforcement stages.
- Facilitated workshops, stakeholder engagement sessions, and 1:1 coaching to build team capability and sustain change.
- Partnered with leaders, frontline employees, and committees to deliver culture and safety initiatives.
- Designed and monitored KPIs to track change progress and ensure sustainable outcomes.

Work Experience

Rail Network Coordinator



BHP, Perth WA

December 2024 to Current (9 Months)

- Managed daily rail network operations, ensuring safe and efficient train movements across the network.
- Partnered with stakeholders including train crews, maintenance teams, and rail control to minimise delays and optimise scheduling
- Responded to incidents in real time, implementing mitigation strategies and coordinating recovery.
- Enhanced safety standards and compliance through active leadership and promotion of risk management.
- Leveraged data analytics to assess network performance, identify bottlenecks, and recommend operational improvements.

Track Technician / Track Protection Officer / Logistics Coordinator

BHP, Pilbara WA



- Delivered safe working practices, track inspections, maintenance, and rectification of defects.
- Coordinated machinery and logistics for Flashbutt Welding & Maintenance, liaising with contractors and internal stakeholders.
- Presented at Level 1 & 2 meetings, supporting frontline teams with safety, planning, and operational execution.
- Contributed to development of work instructions and safety documentation, now adopted across teams.
- Actively participated in Safeworking and Rail Technology Program committees.

Early Career Experience

Glencore / WorkPac | Haul Truck Operator & Step-Up Safety Rep (2017-2019)

Clinipath Pathology | Pathology Collector (2015-2016)

Ray White Urban Springs | Property Manager (2012-2014)

Various roles in hospitality, property, and administration (2009-2012)

Affiliations, and Interests

Photography

Pincarnie Photography

Previously ran my own photography business and have had a camera in hand for over 15 years. I love having a creative outlet. Whilst I don't get out often enough it is something I still enjoy doing. Even if it is staff photos for people I currently work with or just capturing places I explore.

SheCodes

2025 Brisbane Cohort | Current

Learning coding - Creating website in HTML/CSS, manipulating data with Python, and using frameworks such as Django and React JS.