



## Position description

<b>Position title</b>	<i>Change Manager</i>
<b>Group / Branch</b>	<i>Digital and Transformation</i>
<b>Reports to (Title)</b>	<i>Group Manager Business and Customer Change</i>
<b>Competency level</b>	<b><i>Individual Contributor</i></b>

## Job Purpose

South East Water has a vision of “creating a better world for our customers with forward thinking water solutions for all and always that don’t cost the earth”. This means working with our customers, helping them to conserve water, and using water to enable thriving communities.

We believe that digital and emerging technologies have a critical role to play in enabling us to provide the highest quality water and sewerage services for our customers, as efficiently as possible and ensure we deliver on our vision.

The Change Manager will be responsible for leading organisational change, business engagement, communications and training for projects within the the Digital and Transformation Group.

## Key Accountabilities

- Develop and implement organisational change management strategies and plans, ensuring they align with project objectives.
- Identify potential risks associated with the change and develop strategies to mitigate them. This might include people risks, process risks, or technology risks.
- Ensure change readiness; track and measure effectiveness by utilising a range of change assessment and evaluation tools and metrics to ensure that the level of change risk is continually monitored and managed.
- Collaborate with the Training Lead to assess the training needs arising from the change and where required develop and deliver training as required.
- Collaborate with the Group Manager Business and Customer Change on engagement and communications plans, ensuring alignment with other projects and streamlining engagement activities.



- Identify and utilise internal change champions, help build the skills and capabilities to assist them to champion the program's vision, goals and strategy to the organisation.
- Build trusted partnerships with Program Management, Senior Leadership and other key stakeholders and provide coaching to help them fulfil their roles as change champions and advocates.
- Provide direct support and coaching to frontline managers and supervisors as they lead their staff through the transformation.
- Work collaboratively with internal communications to design and assist with implementation of the Engagement & Communications strategy.
- Evaluate the change impacts, measure adoption and adapt the change approach to maximise the benefits of the Digital Utility Program for South East Water.

## Knowledge, Skills & Experience

- Minimum 5 years' change management experience successfully implementing key cross functional business projects, preferably in organisation-wide change programs.
- Proven experience using change methodologies in practice e.g. Prosci ADKAR.
- Skilled facilitator and presenter with superior engagement and communication skills. Ability to confidently communicate and present to senior stakeholders as well as tailoring your presentation to effectively deliver to operational team members will set you up for success.
- Ability to identify behavioural barriers to change acceptance and offer innovative and pragmatic solutions that align with the organisation's culture.
- Demonstrated success working in organisations with complex structures and external stakeholders.
- Skilled at managing multiple change initiatives, effectively managing your time and key stakeholders to deliver successful project outcomes.
- Experience working in a government organisation and with tech projects would be advantageous.



## Dimensions

### Organisational Chart



### Number of people managed:

None

### Size of budget managed:

N/A

### Work Arrangement & Location:

- Flexible working arrangements are available, with the expectation that the employee is present in the office at least 2 days a week.
- The remainder of the week can be worked remotely, subject to team and project needs.
- The primary office location is 101 Wells St, Frankston, Victoria.