



Position description

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

Job Purpose

Working with the Group Manager Business and Customer Change, the Change Manager will be responsible for leading organisational change, business engagement, communications and training for the Digital & Transformation Group, which aims to drive transformational change across the business.

Key Accountabilities

- Develop and implement organisational change management strategies and plans. This includes coordinating all project change activities, resources, equipment and information in collaboration with project managers and business leaders.
- Provide coaching to leaders in helping 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.
- 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 DU 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 leaders and operational teams.
- 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 program benefits 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 identify behavioural barriers to change acceptance and offer innovative and pragmatic solutions that align with the organisation's culture.
- Skilled at managing multiple change initiatives, effectively managing your time and key stakeholders to deliver successful project outcomes.
- Effective stakeholder management skills and the ability to influence at all levels in an organisation.
- Ability to translate complex technical concepts into clear, actionable messages for different audiences.
- Strong organisation and planning experience working in a complex project environment.
- Experience managing change in a hybrid work environment and supporting technical implementations in remote or distributed teams.
- Cybersecurity and compliance awareness to ensure changes align with security, privacy, and regulatory requirements would be advantageous.
- Working with product and engineering teams to bridge the gap between technical teams and end-users to ensure smooth adoption.
- A high-level understanding of IT systems and architecture such as cloud platforms, data migration, and integrations 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.