



Position description

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| Position title | CX Project Planning Lead |
| Group / Branch | Customer Experience / Customer Strategy and Design |
| Reports to (Title) | Manager Customer Strategy and Transformation |
| Competency level | Individual Contributor |

Job Purpose

We *Innovate with purpose and Act with care* to deliver healthy water for life for our 1.8 million customers, the community and the environment. Healthy water for life means bringing our customers the clean water they want, and safely managing the wastewater they don't. It's about thinking ahead, and doing what we need to do now, so that future generations can rely on us too.

The Customer Experience (CX) Strategy and Transformation Team is responsible for translating strategy into tangible outcomes through effective project delivery and the establishment of strong project management office (PMO) discipline. We operate under a **Plan** → **Build** → **Run** model.

The **CX Project Planning Lead** will own the planning function and support delivery efforts as required. This role is pivotal in identifying opportunities to improve IT systems, processes and customer experiences. You will lead the development of detailed current-state process maps to uncover pain points, inefficiencies, risks and collaborate with subject matter experts (SMEs) across the organisation to design future-state processes.

By leveraging data-driven insights, the CX Planning Lead will develop compelling business cases and contribute to the development of Requests for Quotation (RFQs), with the aim of improving both customer and employee experiences. A key measure of success is a seamless and effective transition from the **Planning** phase to the **Build** phase of project delivery.

Key Accountabilities

The CX Project Planning Lead will:

- Lead the development of business cases and associated estimates to support CX improvements and process transformation initiatives, grounded in data and customer insight.
- Lead the development of Requests for Quotation (RFQs) in collaboration with the ICT team, ensuring business functional requirements are clearly defined.
- Create and maintain detailed process maps to inform workflow enhancements that elevate both customer and employee experiences.
- Facilitate engaging process mapping workshops with SMEs to capture insights, influence stakeholders, and ensure changes are relevant, actionable, and focused on optimising end-to-end processes.
- Execute and embed process improvements into future state plans, ensuring changes deliver measurable value and are sustainable over time.



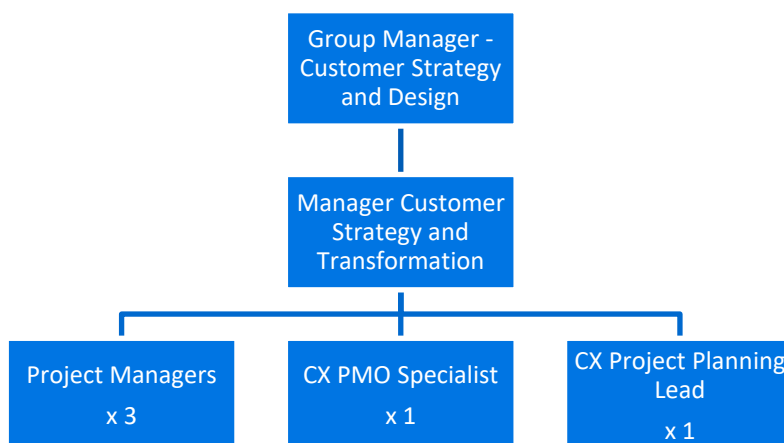
- Support project delivery activities when requested e.g. contributing to tender processes, project scoping, stakeholder engagement, development of implementation plans, testing of new processes or systems, and providing subject matter expertise.
- Support sequencing project delivery amongst CX Program considering dependency on other departments, availability of resourcing within CX and overall organisational priorities.

Knowledge, Skills & Experience

- Relevant diploma qualifications in Project management, Business Administration or another related field.
- 2- 5 years' experience working in a large, dynamic and ideally regulated organisation leading Project's Planning
- Expertise in process mapping utilising various process mapping tools.
- Experience in developing business functional requirements for system RFQs
- Strong analytical skills with the ability to leverage data insights for decision-making and service improvement.
- Proven ability to collaborate with SMEs and cross-functional teams, manage stakeholders, and influence decision-making to gather requirements and implement process improvements.
- Proficiency in facilitating engaging workshops and translating insights into actionable recommendations for process optimisation.
- Knowledge of best practices in Lean, Change Management, Human-Centered Design, and Project Management methodologies.
- Knowledge of Salesforce CRM System is an added advantage, though not essential.

Dimensions

Organisational Chart



Number of people managed:

N/A

Size of budget managed:



N/A

Value of Assets managed:

Not applicable

Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) none

Compliance management responsibilities outlined in the [compliance and obligations register](#) yes
- operational responsibilities

Security for Critical Infrastructure identified role: No

South East Water operates a 24/7 service environment. Whilst this role does not involve after-hours rostered duty, all employees may be required to provide out of hours support from time to time as required.