**Business Unit: Safety People & Performance  
Reporting to: Transformation Change Manager**

## Position Purpose

To develop and implement effective change management plans, supporting communications and training efforts, tracking their effectiveness to ensure business readiness in adopting the new ways of working and put safety first.

## Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Design and implement end-to-end change management plans to maximise employee adoption, competency and ownership, ensuring changes are sustained and embedded across the business.
4. Ensure change projects are delivered successfully, within budget and on time through end to end project management. Utilising a structured approach, including defining success measures, tracking & reporting, and management of people related risks (identification, mitigation and monitoring).
5. Effectively engage and support stakeholders through the change journey, including providing change management advice and education to support people leaders to effectively lead their teams through transition
6. Conduct business impact assessments to review impacts to people, processes and systems
7. Manage business readiness activities (including assessments, checklists, communications)
8. Support the design, development, delivery and management of communications
9. Support training efforts by conducting training needs analysis, developing capability transfer plans and support the design and delivery of training program.
10. Contribute to the development and support of Hypercare models and with transition from project delivery to normal business operations

## Key Challenges

* Aligning multiple change projects which are all interdependent of each other.
* Navigating a complex regulatory environment which is undergoing significant change
* Driving cultural change towards an environment of collaboration, agility and commercialism.

## Significant Internal Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| WNSW Leadership Teams | * Work collaboratively on change initiatives * Corporate change management principles and approaches * Seeking advice and support where required |
| WaterNSW employees | * Engagement on change initiatives * Providing education and support through change |

## Significant External Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
|  |  |

## Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

## WaterNSW Leadership & Performance Competencies

|  |  |  |
| --- | --- | --- |
| People | Level |  |
| Managing Change | C | * Leads and engages teams in all aspects of the change process * Provides coaching to employees and teams to manage change effectively * Creates a safe environment in times of change to express views * Understands the need to apply effective change disciplines to achieve business outcomes |
| Communicating with Influence | B | * Tailors communication to suit the audience and uses a range of influencing techniques to build support * Supports messages with relevant examples, demonstrations and stories * Communicates issues clearly with different audiences * Handles challenging questions confidently and constructively |

|  |  |  |
| --- | --- | --- |
| Customer | Level |  |
| Collaboration & Engagement with Customer and Stakeholders | B | * Builds and maintains relationships with individuals from other work groups to accomplish shared goals * Adapts approach to meet the needs of a broad range of customers and stakeholders |
| Partnering & Advice | B | * Engages in a productive dialogue with the customer to consultatively identify a solution * Provides credible advice for customers based on an understanding of the underlying issue * Knows when to draw on additional resources to provide appropriate support and advice for customers |

|  |  |  |
| --- | --- | --- |
| Business | Level |  |
| Business Acumen | B | * Uses a detailed understanding of the business functions and customer requirements to identify and act on opportunities and make trade-offs where necessary * Considers how activities in own team and business unit impact on the operations of other teams and business units * Clearly defines performance metrics for individual and team to drive strategic direction and operational performance. |
| Planning & Delivering Results | C | * Defines and constructs the parameters, processes and resource requirements for successful delivery of initiatives * Develops plans according to stakeholder requirements, and business context * Regularly reviews plans and performance, and revises according to risk or impacts |

## Mandatory Candidate Requirements

**Qualifications:**

* Tertiary qualifications in Business, Communications or related field
* Change Certification (Prosci or equivalent)
* Current NSW Drivers Licence (desirable)

**Knowledge:**

* Knowledge and understanding of change management principles, methodologies & tools

**Experience:**

* Good negotiation and influencing skills
* Exceptional communication skills, both written and verbal
* Demonstrated effectiveness working in a team
* Experience working in Agile projects
* Strong track record in delivering organisational change
* Virtual collaboration and ability to establish and build relationships through digital channels

## Favourable Candidate Requirements

* Working within a NSW Government and/or large consultancy organisation on large transformation programs
* Experience working in the Water industry or similar utility

## Pre-Employment Checks Required

* Identification
* Qualifications
* Drivers Licence
* Pre-employment Medical – Office based
* Police Check