

POSITION DESCRIPTION

POSITION TITLE	Change Manager (Technology)
CLASSIFICATION	SRW Enterprise Agreement Professional Services Band E plus employer contribution to superannuation in accordance with the <i>Superannuation Guarantee (Administration) Act 1992</i> .
BUSINESS UNIT	Asset Futures
ENGAGEMENT	Fixed Term - 2 years
LOCATION	Negotiable across SRW major offices
REPORTING LINES	Reports to: Program Director, Digital Futures Direct Reports: NA
DELEGATIONS	This position has authority to make decisions and direct activities for SRW as conferred by Southern Rural Water's Instrument of Delegation and as set by: • this Position Description • other directions or instructions specified by SRW or a SRW delegate

POSITION OBJECTIVE

The Change Manager is accountable for leading organisational change and adoption activities across SRW's Digital Transformation Program, including ERP and other enterprise-wide initiatives. The role ensures business readiness, smooth transitions, and sustained benefits realisation by embedding new systems, processes, and behaviours.

The Change Manager provides strategic change leadership, drives stakeholder engagement, and oversees communications and training to support change adoption. This role is central to minimising disruption, building capability, and ensuring SRW realises the intended value of its digital transformation initiatives.

POSITION SPECIFIC RESPONSIBILITIES

- Lead the development and execution of change management strategies and plans for ERP, ICT, and digital transformation initiatives.
- Collaborate with project managers and business leads to embed change, stakeholder engagement, and training into project lifecycles.

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- Conduct change impact assessments, stakeholder analyses, and readiness reviews to inform transition plans.
- Develop and deliver communication strategies that engage stakeholders, foster buy-in, and build trust in digital transformation initiatives.
- Design and oversee ICT training programs, user guides, and knowledge transfer plans to support adoption of new systems and processes.
- Build ICT change management capability across SRW by mentoring leaders and staff in change leadership practices.
- Monitor adoption, measure success, and report benefits realisation against business case objectives.
- Proactively identify and manage risks and issues related to stakeholder engagement, resistance, and business disruption.
- Ensure alignment of change activities with SRW's Risk Management Framework, Whole of Victorian Government (WoVG) standards, and regulatory obligations.
- Support the Program Director, Digital Futures, in preparing board and committee updates on organisational change, adoption, and benefits outcomes.
- Ensure organisational readiness for ERP and digital transformation programs, minimising disruption to business operations.
- Develop change management policies, processes, and toolkits to embed best practice across SRW.
- Work collaboratively with ICT, OT, Asset Futures, and Service Delivery teams to ensure integrated and holistic adoption of new systems.
- Ensure risks related to organisational resistance or low adoption are mitigated through targeted strategies.
- Contribute to strategic and operational plans for SRW's Digital Transformation Program.
- Monitor and report on adoption progress, benefits realisation, and staff capability development.
- Ensure accurate and timely reporting to corporate finance and program governance bodies.
- Any other related responsibilities as assigned by the Program Director, Digital Futures.

PEOPLE MANAGEMENT

- Encourage and maintain positive working relationships with all colleagues to ensure a professional and collaborative working environment.
- Support colleagues and coordinator/supervisor as required to achieve overall team goals, service levels and other targets.
- Work in a manner that ensures adherence to SRW policies and Corporate Instructions.

OPERATIONAL RESPONSIBILITIES

- Effectively see all tasks through to completion in line with individual tasks/projects, service levels and other targets.
- Work within agreed plans, policies and processes including safe work practices.
- Identify and report opportunities for increasing efficiency and/or effectiveness to ensure continuous improvement.
- Demonstrate a commitment to effective internal and external customer service.
- Maintain currency of technical skills and knowledge to ensure work is performed as per the requirements of the role.

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- Maintain complete and accurate records of all work-related activities including documentation and administration as per the organisation's records management policy and adherence to the organisation's written style.

SCHEDULING RESPONSIBILITIES

- Regularly monitor and report on work and activity progress against individual and team corporate performance indicators and project targets.
- Understand the contribution of own work towards the achievement of team, business unit and strategic organisational goals.
- Fulfil emergency related functions including filling an incident management team position, by mutual agreement, in the event that a CIMP is enacted.

HEALTH, SAFETY AND WELLBEING

- Ensure all team members (and self) are aware of and adhere to, SRW policies and OH&S requirements.
- Work in a manner that ensures adherence to OH&S requirements.
- Report any hazards, hazardous situations, notifiable incidents, including 'near misses' to immediate supervisor.
- Participate in the resolution of safety issues.

KNOWLEDGE SKILLS AND ABILITIES

- Extensive experience in organisational change management within ERP and enterprise-wide digital transformation programs, ideally in government, utilities, or regulated industries.
- Deep knowledge of change management frameworks and methodologies (e.g., Prosci, ADKAR, Kotter), with proven ability to integrate change, communications, training, and adoption practices into project lifecycles.
- Strong stakeholder engagement and facilitation skills, with the ability to influence and build trust with SMEs, and operational teams.
- Expertise in conducting change impact assessments, stakeholder analysis, and organisational readiness reviews, and applying insights to transition planning.
- Well-developed communication skills, including the ability to design and deliver clear and engaging messages that articulate program purpose, benefits, and impacts.
- Experience in developing and leading training and capability-building programs, ensuring workforce preparedness and knowledge transfer to BAU.
- Proven ability to link change initiatives to measurable benefits and KPIs, ensuring clear traceability from business need through to realised value.
- Strong problem-solving and analytical skills, with the ability to anticipate risks, manage resistance, and identify opportunities to maximise adoption.
- Demonstrated leadership in uplifting organisational change capability, including mentoring leaders, business analysts, and junior staff in change leadership practices.
- High level of interpersonal and relationship-building skills, with the ability to foster collaboration across business units and influence at all levels of the organisation.
- Commitment to continuous improvement and cultural change, embedding resilience, innovation, and long-term sustainability in organisational practices.

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- Deep understanding of enterprise ICT and digital transformation technologies (ERP, data, OT, cloud, cyber security, compliance), enabling effective translation of technical change into business adoption.

QUALIFICATIONS

- Degree or equivalent qualifications in Business, Technology, Organisational Change, Communications, or related discipline.
- Certification in Change Management (e.g., Prosci, CMI, ACMP).
- Desirable:
 - Project Management certification (e.g., PRINCE2, PMP, AgilePM).
 - Training, facilitation, or communications qualifications.
 - Experience in utilities, government, or regulated industries.

PRE-REQUISITES

- Ability to travel to and work from other SRW Office locations as required.

SRW VALUES

Adherence to Southern Rural Water's Values as described below:

We are **always safe** and **accountable** working as **one team** to deliver a lasting **legacy**.

DIVERSITY AND GENDER EQUALITY

At SRW we value a diverse workforce, we acknowledge that it is our responsibility to create gender equality and inclusive workplaces where everyone can be their best self, regardless of gender.

EMPLOYEE POLICES

All SRW employees are required to comply with the Code of Conduct for Public Sector Employees, which can be found by visiting <http://vpssc.vic.gov.au/resources/code-of-conduct-for-employees/>

DATE APPROVED	August 2025
APPROVED BY	General Manager Asset Futures