Sydney WATER

Job Profile

Change Specialist

Group: Finance, Commercial & Digital

Job Summary

To be completed by People and Culture team			
Job Family	Strategy, Change & Planning	**Career Stage**	E
Job Function	Business Performance	**Career Stream**	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	**Last Modified Date**	5/08/2024
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	**Team Size**	
People Leader	No	**Indirect Team Size**	

Who we are.

At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, and exceptional customer experiences.

Sydney Water is the main provider of water, wastewater, recycled water, and stormwater services in Greater Sydney. Our employees are dedicated to our customers, ensuring services are reliable and affordable, we are proactive and easy to engage with, forward-thinking, and environmentally focused.

Working with us means helping to provide essential services, safeguarding Sydney's future with a sustainable water supply, and protecting our iconic waterways. Our strategy guides our journey to enhance customer outcomes and continue delivering robust services to our city into the future.

Job Purpose

The Change Specialist will work to drive faster adoption and greater utilisation and proficiency of business changes through increasing levels of change capability and maturity across the organisation. This will be achieved by creating awareness in the use and application of change management disciplines through coaching and mentoring people leaders and front-line employees across Sydney Water and the facilitation of change workshops and learning initiatives.

Accountabilities

Job Specific	• Provide change coaching and support to people leaders (change makers) and change enablers within the business to increase the change capability levels and change maturity across the organisation • Maintain Sydney Water's change framework, tools and methodologies and adapt these to respond to learning and evolving best practice management theory and practice • Mentor project team members in change management best practices and use of change framework and tools within their projects • Contribute to A Single View Of Change sustainable mechanism and maintenance of its currency. • Develop and maintain the Change Practice communication and engagement plan • Build and maintain effective working relationships with key stakeholders across the business and external vendors • Promote good change management practices through stakeholder relations, communications and the Change Practice brand • Undertake project and program health checks and audits as required, evaluating risks and recommending actions to address risks and/or gaps • Contribute to establishing and implementing metrics to measure the effectiveness of the change management capability development approach to ensure the program is delivering the objectives and benefits identified • Work with the Manager Change Excellence to coordinate, manage and actively contribute to the Sydney Water Change Community of Practice to ensure it is contributing to the change capability development program • Perform scale and complexity change assessments on business change concepts to ensure the business change initiatives change management resource needs are correctly scoped.

Role Requirements

Education / Qualifications

Required	• Tertiary qualification or equivalent work experience in Change Management or Business related discipline Prosci and/or Change Management Institute Practitioner accreditation, or other certification deemed equivalent
Desired	•

Certifications / Licences

Required	•
Desired	•

Experience

Required	• 2+ years applied experience as a change manager and/or learning and development specialist and/or equivalent • Experience in supporting people through change • Experience working effectively at all organisational levels as well as delivering presentations and influencing outcomes at middle and senior manager level • The ability to act as coach for people leaders and other key stakeholders to help them fulfill the role of change makers and change enablers • Ability to provide direct support and coaching to people leaders as they help their direct reports through major transitions • Experience in the facilitation of groups • Ability to ascertain user or audience needs and develop relevant change management materials to facilitate capability development • An understanding of how people go through change and effective interventions for supporting people through the change curve • Knowledge of change management methodology and approaches • Knowledge of best/competitive practices in change management • Ability to establish and maintain effective relationships with peers and business customers • Highly developed written, oral communication and interpersonal skills • Strong analytical and problem-solving skills • Broad understanding of project management lifecycles, disciplines and procedures • Proficient use of MS Office suite • Experience gained from a variety of industry sectors such as utilities, government and consulting practices

Desired	• Knowledge of asset service management and maintenance activity planning. • Basic knowledge of Lean Six Sigma improvement methodologies.

Sydney WATER

Capabilities and Skills

The capability and skill requirements for this role are identified in the skills profile listed below. This is comprised of Enterprise Capabilities, that are essential for all roles and functional skills, which are specific to each role.

Enterprise Capabilities (C-E)	
Capability	**Descriptor**
Accountability	Ensures that own actions and those of others are focused on achieving goals and owning the outcome, in a safe, inclusive collaborative way.
Agility	Adapts readily to change and encourages alternative views by using a range of interpersonal communication skills. Develops and coach's others while being aware of impact on others.
Innovation	Develops innovative outcomes to solve problems in ways that are not immediately evident and encourages new ideas and thinking in others.

Functional Skills

Skill	Priority	Essential or Desirable	Proficiency level
Influencing Skills	1	Essential	Advanced
Change Management Planning	2	Essential	Intermediate
Business Writing	3	Essential	Intermediate
Cross-Functional Collaboration	4	Essential	Intermediate
Writing	5	Essential	Intermediate
Stakeholder Analysis	6	Essential	Intermediate
Communication Planning	7	Essential	Intermediate
Presentations	8	Essential	Developing
Business Analysis	9	Desirable	Intermediate
Project Planning	10	Desirable	Developing

Proficiency Level Descriptors

Developing - Building practical experience, needs continued coaching.

Intermediate - Independent execution, minimal guidance**.**

Advanced - Fully independent execution, coaches' others.

Mastery - Strategic, sought as expert internally and externally.

Additional notes

Sydney Water takes the safe provision of its services to the public and the protection of its information assets extremely seriously. As a Sydney Water employee, you are required to understand your obligations under the Acceptable Use of Information Technology Policy and how Sydney Water's Information Technology is to be used. You must also help keep your workplace secure by ensuring you do not enable non-authorised people access to sites, maintain the integrity of locked entries and exits, and where appropriate, alarms being engaged.

Sydney Water requires all users to embrace and adhere to all enterprise and protective security policies, awareness programs and frameworks for Sydney Water assets.