



Job Profile

Senior Change Lead

Group: Finance, Commercial & Digital

Job Summary

To be completed by People and Culture team			
Job Family	Strategy, Change & Planning	Career Stage	F
Job Function	Change Management	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	Last Modified Date	8/08/2024
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

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	• Lead and 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 • Lead the development of Enterprise tools and change insights such as a Single View Of Change sustainable mechanism and maintenance of its currency including consolidation and management of the Enterprise Change Heat Map • Input and execution support in the Change Capability uplift plan • Input and support in the management of the Community of Practice internal and external events • Input and support in the development of white papers and internal case studies of change • Input and management of innovative Change Tools, templates and techniques aligned to best practice and industry trends • Develop and maintain the SCMO 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 SCMO 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 Practice 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 • Support development and where needed, execute change management strategies and plans to maximise employee adoption and usage and minimise change resistance, evaluate risks and develop solutions to address risks through appropriate interventions by leaders, project team or sponsors
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Role Requirements

Education / Qualifications

Required	Degree qualification 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	7+ years professional change management experience at a senior level - Experience working effectively at all organisational levels as well as delivering presentations and influencing outcomes at senior leadership and executive level - Knowledge of best/competitive practices in change management - Understanding of project and change management lifecycles, disciplines, procedures, methodologies and tools - In-depth understanding of how people go through change and effective interventions for supporting people through the change curve - Experience in leading and managing change management strategies and interventions for significant organisational projects, including the development and implementation of change management strategies and interventions for single or multiple change initiatives - Establishes and maintains effective relationships with peers and business customers - Excellent customer service skills - Excellent written and oral communication skills - Strong analytical and problem-solving skills Highly developed influencing, coaching and facilitation skills - Ability to ascertain stakeholder audience needs and develop relevant change management materials - The ability to evaluate and ensure business change readiness
Desired	



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 (F-H)			
Capability	Descriptor		
Accountability	Sets direction and motivates others to hold themselves accountable for achieving goals. Leads by example, collaborates, and sets a high standard for accountability and commitment.		
Agility	Creates team culture to encourage agile ways of thinking and working. Role models flexibility and adaptability in teams/business areas.		
Innovation	Improves or adapts existing methods and processes to achieve greater value. Manages risks, is open to and shares lessons learnt with others.		
Functional Skills			
Skill	Priority	Essential or Desirable	Proficiency level
Change Management Planning	1	Essential	Advanced
Business Transformation	2	Essential	Advanced
Stakeholder Management	3	Essential	Intermediate
Risk Mitigation	4	Essential	Intermediate
Project Planning	5	Essential	Advanced
Influencing Skills	6	Essential	Intermediate
Resource Management	7	Desirable	Intermediate
Cross-Functional Collaboration	8	Desirable	Intermediate
Governance	9	Desirable	Intermediate
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.