

ERP Change Manager

Position Description

Directorate	Digital Innovation and Technology	Department	Vendor and Performance
Reports To	ERP Program Director	Direct Reports	Yes

<p>Position Purpose</p> <p>The ERP Change Manager is accountable for the end-to-end change management strategy, planning, and execution for a complex, multi-stream ERP transformation program. This role leads the entire change function, overseeing Change Leads, Analysts, and Communications/Training teams to ensure successful adoption, sustained behavioural change, and realisation of business benefits. The Change Manager partners with executive leadership, program delivery, and business units to drive enterprise-wide readiness, mitigate resistance, and embed new ways of working across all impacted areas.</p>
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<p>Key Responsibilities and Outcomes</p> <ul style="list-style-type: none"> • Architect and execute a comprehensive change management strategy and framework for the ERP program, fully aligned to organisational vision and transformation objectives. Integrate change management activities into the overall program plan, milestones, and critical path to ensure seamless delivery. • Establish and chair change governance forums, reporting mechanisms, and escalation pathways to ensure transparency, accountability, and effective risk management across all change initiatives. • Lead, mentor, and develop a high-performing change team (Change Leads, Analysts, Communications & Training Specialists) and set clear accountabilities, performance standards, and foster a culture of continuous improvement and innovation in change delivery. • Serve as the principal advisor to executive sponsors, steering committees, and business leaders on change impacts, risks, and readiness. Build and maintain strong relationships with senior stakeholders to secure buy-in, sponsorship, and alignment, and present complex change matters with clarity and influence at executive forums. • Oversee enterprise-wide change impact assessments, stakeholder analysis, and readiness evaluations across all business units and functions. Proactively identify, assess, and mitigate resistance and adoption risks, developing targeted interventions for high-risk groups and ensuring measurable business benefits. • Direct the design and delivery of integrated, multi-channel communication strategies and tailored training programs. Ensure all messaging and learning initiatives are clear, consistent, audience-specific, and aligned with program objectives and milestones. • Establish and lead change champion networks and enable leader-led change to scale influence, sustain behaviour shifts, and embed new ways of working across the organisation.
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- Ensure change management is fully integrated with project management, business process redesign, technology deployment, and parallel transformation initiatives to minimise disruption and maximise value.

Our Values

Our values:
guiding how we
work and shaping
our future.



SEE THE PERSON.
SEE THE CITY.



OWN THE SOLUTION.
FOR TODAY AND
TOMORROW.



FALL, LEARN, RISE.
TOGETHER
WE GROW.



THINK BIGGER.
LET'S GO.

Decision Making

<i>Budget</i>	Project and operational budgets as approved.
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- Expert level experience in enterprise change management, leading large teams and complex, multi-vendor, multi-site transformations; proven ability to integrate change management into overall program planning and delivery.
- Demonstrated success leading change for \$50M+ ERP or digital transformation programs, ideally in government or highly regulated environments.
- Certified and highly skilled in Prosci/ADKAR (or equivalent), with a track record of applying structured change approaches—impact assessment, stakeholder analysis, readiness, communications, training, and reinforcement—to drive measurable adoption and business outcomes.
- Proven ability to mobilise executive sponsorship, build coalitions, and influence senior leaders and diverse teams; skilled at simplifying complexity and presenting with impact at executive forums.
- Experience architecting program-wide change strategies, establishing change governance (forums, reporting, escalation), and embedding change controls into delivery.
- Ability to oversee the design and deliver integrated comms plans (clear, consistent, audience-tailored messaging; digital channels; leader-led communications) that align with program milestones and business impacts.
- Expertise in designing and delivering integrated, audience-tailored communications and learning strategies (including digital channels, leader-led comms, and role-based training) aligned to program milestones and business impacts.
- Exceptional ability to manage ambiguity, detect resistance early, execute targeted mitigation, and deliver measurable business benefits in complex, fast-paced, and regulated settings.
- Demonstrated ability to establish and lead change champion networks, enabling leader-led change and sustaining behaviour shifts across the organisation.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.