

## Management of Change Specialist

### Directed Services

#### Position information

Group:	Operations
Reports to:	Directed Services Coordinator
Classification:	A05

#### Your role

As the Management of Change Specialist, you will coordinate all Management Of Change (MoC) changes, including identifying the appropriate reviewers, stakeholders, and approvers. You will assist and respond to any MoC queries and support, including day to day management of the system, take ownership and delivery of the MOC process, provide governance and assurance of the process to relevant managers, and input into the Emerging Asset Risk process.

Appointment to this role is subject to the provision of a national police check. Please note that people with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.

#### Seqwater's vision, values and promise

Water is essential for life. At Seqwater, it is our job to provide water for more than three million people across South East Queensland. We live and work in the communities we serve, and we proudly work together to deliver on our vision of Water for Life. We do this by living our values and keeping to our promise - Safe for Life.

Integrity, respect, care and courage are at the heart of the way we work and interact with our colleagues, stakeholders, customers and the communities every day.

We commit to delivering a high standard of customer service aligned to our strategic vision. We value working collaboratively with our internal & external customers to improve service delivery.

#### About your group

The Operations Group is responsible for the ongoing asset management, operation and maintenance of Seqwater's water infrastructure assets and catchment areas, and the ongoing provision of bulk water supply services to meet customer service requirements and regulatory obligations.

## Key relationships

Leads others:	Nil
Internal customers:	Regional Operations teams Engineering Standards & Assurance Technical Support & Improvement team Other Asset Management teams Sustaining Capital team OT Delivery Solutions ICT Delivery
External customers:	Nil

## Key responsibilities

- Manage and action all changes by performing the duties of the MoC Change Coordinator system function.
- Respond to MoC queries and provide process support.
- Administer the change process and follow up on any outstanding reviewer, stakeholder and approver actions.
- Ensure compliance to the MoC procedure for each change management phase.
- Provide system and process improvement opportunities to the Emergent Works Coordinator.
- Provide guidance and support in the development of MoC process documentation including risk and stakeholder registers, ready for start up reviews and lesson learnt registers.
- Prepare and present MoC training and guidelines to support users to navigate the process.
- Prepare and present MoC health dashboards and reporting as required.
- Determine the appropriate reviewers, stakeholders and approvers required to review and approve the change.
- Liaise with internal stakeholders to ensure all elements of the change have been captured i.e drawings, asset information and maintenance requirements.
- Advise the Emergent Works Coordinator of any process issues that may require management intervention.
- Identify and determine system and process improvements to support operational excellence and continuous improvement.
- Observe and comply with all Seqwater work health and safety, quality and environmental management systems and procedures.
- Undertake other duties, which are assigned from time to time by the Leader.
- In all duties, comply with the behavioural expectations set out in The Way We Work (Seqwater's Code of Conduct), and our policies and procedures.





## Qualifications and experience

### Essentials

- Tertiary qualification in a relevant Engineering discipline or relevant Trade Qualification with significant demonstrated experience.
- Knowledge of change management and project management principles and methodologies.
- Knowledge and understanding of the scope, function and nature of the Electrical/Mechanical/Civil assets used in water treatment and bulk water storage.

### Desirables

- Understanding of RPEQ requirement in the design and construction of engineering assets.
- A good understanding of risk management and the development and assessment of risks.

### Job capability requirements

- Ability to communicate with a range of internal and external stakeholders with a focus on collaboration, negotiation and influence.
- Ability to perform effectively in a changing environment and maintain an up-to-date skills and knowledge base.
- Self-motivation and ability to work autonomously when required, as well as display a willingness to participate positively and constructively in the enhancement of the team environment.
- Proven ability to identify emergent risks and ensure timely and effective responses.