MW ROLE MANDATE - Technical Leader

Date assessed: May 2024

Position	Technology Change Manager	Reports to	Senior Manager – Program Management		Group	3
Division	Corporate Services – Information Technology	Span of Control	Direct Reports: 0	Indirect Reports: 0	Grade	16

Role Purpose	Measures of success
The Technology Change Manager is accountable to the Senior Manager – Program Management and responsible for supporting the Technology arm of the organisation to drive successful adoption of change initiatives. The role will apply fit for purpose change management approaches that ensure people are ready to adopt and embed information technology and operational technology change. The Technology Change Manager will work with and support the business to ensure that change strategies, plans, assessments, tools and approach are developed and integrated into the project management schedule. This role will work closely with the Change Advisory Manager and Transformation Change Manager to foster collaboration and awareness of change impact to better inform our understanding of the enterprise change landscape.	**Time focus:** *(see detail over page)* 5% Influencer 5% Strategist 45% Contributor 45% Driver

Key individual accountabilities	Qualifications & Experience
Technology change management and business engagement/ advisory services: • Develop and implement change management strategies, change plans (and other deliverables) for technology projects. This includes integration of appropriate change management activities into the overall project plan by working closely with the project team and key stakeholders. • Working with Project Managers to advise on change management approach and successful implementation; and engage with multiple stakeholders to ensure people change activities are effective, delivered to the right audience, of a high quality and are timely. • Support enterprise change impact analysis and technology insight for prioritisation, decision making and successful change adoption. Work with the Business Transformation & Effectiveness Change Managers to assist in the aggregation of change activities with other organisational work and provide insights for change and communications. • Identify potential risks and obstacles that may impede successful change implementation, including escalation where an insufficient approach to change initiatives will result in poor or adverse project and business outcomes. • Provide support and coaching to front-line leaders and supervisors to best support change programs. • Measure and track results relating to people change and contribute to the organisation view of change management activities across Melbourne Water. **Change management governance and approach:** • Promote collaboration with other change professionals at Melbourne Water to improve awareness of change initiatives' impact, co-ordination and sequencing across the enterprise. • Collaborate with the Melbourne Water's Change Advisory function to support the implementation of the change management framework, including complexity assessment of all new change initiatives and adoption of published change tools for low to medium complexity change.This role will also select 'best fit' change management methodologies for high-complexity change. • Maximise the likelihood of achieving the business benefits by setting and tracking change success measures that will directly contribute to benefit realisation. • Work with the project and the business to identify and manage risks to change deliverables and initiatives, change adoption, and sustainment of the change (including mitigation and escalation). • Measure change effectiveness across projects.	• Relevant tertiary degree in Business Administration, Management, Organisational Psychology or related field • Certification in change management methodology such as PCI, PROSCI, or other recognised change frameworks • Proven experience in change impact analysis, stakeholder management, and the design and implementation of change management plans • Extensive change management experience successfully achieving people change, ideally on technology projects within a complex organisational setting • A demonstrated high degree of organisational change management skills • Experience in coaching leaders.

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Key shared accountabilities	Technical capability
• **Our People:** *Engagement Scores, NNWW, role model MW values & behaviours* • **Financial Sustainability:** *Overall MW Budget and Business plan (where applicable)* • **Customer and Community:** *Divisions internal NPS score as a service; Overall MW Customer Satisfaction and Reputation Scores (where applicable)* • **Safety Leadership:** *Safety Scores from C&E survey* • **Vision and Purpose:** *Communicates and inspires a shared Team vision and strategic direction* • **Risk:** *Ensures proactive oversight, governance and assessment of risk management consistent with the Risk Management framework.*	• Highly developed change management skills. • Knowledge of change management frameworks and strategies • Strong project management skills and the ability to work closely with project managers to advise on change management approaches • Excellent stakeholder management, relationship-building and coaching skills.

Decision Rights – owns	Decision Rights - influences
• Execution of strategy and business plan • Operational budget • Approval of financial expenditure (within delegated authority) • Team structure within agreed Corporate Plan FTE &budget • Regulator responses and management	• Support selection, prioritisation and influence investment decisions for Business Transformation program from Technology and change readiness lens. • Embedding a Safety culture across the organisation

Time Focus			
Influencer	**Strategist**	**Contributor**	**Driver**
• Influence change across your team and the organisation to accelerate strategy execution, mindset change and accountability. • Build strategic relationships across the organisation and relevant external markets (peers, partners, govt.). • Support business leadership	• Position your team and the organisation for the future (Future Focus), using foresight for innovation	• Contribute to achieving team and business goals	• Focus on efficient operation of business, ensuring risk, compliance and customer outcomes are delivered. • Driving operational effectiveness, process improvement, achieving capital spend targets, and ensure consistent audit outcomes

Melbourne Water