

Position Title	Transformation Change Lead
Department	People and Performance
Unit	People Transformation
Team	
Supervises	N/A
Reports To	Manager People Transformation
Grade	J
Date Prepared	15/09/2025
Date Last Updated	17/09/2025

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

This role leads the development and delivery of a strategic, organisation-wide change, communication and engagement approach to enable the success of the City of Canterbury Bankstown's transformation priorities, focusing on the Digital Transformation program.

Reporting to the Manager, People Transformation and working closely with the Digital Transformation team, the Senior Specialist designs and implements an integrated frameworks that connect staff to CBCity's Purpose – Together, we create a great city we love – and Ambition – Our community loves their community. The role enables leaders to drive and embed change, and ensures people across the organisation are engaged and informed throughout the transformation journey.

This is a strategic and hands-on role, ideal for a senior practitioner who brings deep expertise in transformational change and strategic communications and the ability to work across all levels of a Council.






Accountabilities

- Lead the design and implementation of an organisation-wide change and communication approach aligned with the Digital Transformation roadmap and Councils strategic objectives.
- Align with organisational development teams to explore and develop a future-focused leadership strategy and tactical leadership initiatives.
- Coach and uplift capability of internal specialists in transformational change practices, tools, and mindsets.
- Design and implement structured communication plans to inform, align and empower the Executive Leadership Team and senior leaders.
- Partner across People Transformation, Digital Transformation and ICT to ensure integration of change, culture, leadership, and customer experience efforts.
- Develop compelling change artefacts, such as presentations, leadership messaging, toolkits, and visual frameworks to support transformation.

- Identify and proactively address change risks and resistance, leveraging behavioural insights and feedback loops to adapt approaches.
- Provide strategic advice and tailored communication approaches for engaging a diverse operational and professional workforce.
- Ensure alignment of messaging and engagement across priority programs, including Digital Front Door, Customer Reporting, and the CBCity Accelerator.
- Lead projects end-to-end, including planning, governance, resource allocation, and budget management to achieve organisational outcomes.
- Additional duties as required within the limits of the employee's skill, competence and training.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Senior Technical/ Professional Specialist		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 Relationships	Communicate and Engage	Adept
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Advanced
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Advanced	<ul style="list-style-type: none"> • Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve
Relationships		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Results		
Innovate and Improve	Advanced	<ul style="list-style-type: none"> • Encourages independent thinking and new ideas from others • Draws on developments and trends in the industry and beyond to develop solutions • Supports experimentation and rapid prototyping to test and refine innovative solutions

		<ul style="list-style-type: none"> • Develops/champions innovative solutions with long standing, organisation-wide impact
Resources		
Technology and Information	Adept	<ul style="list-style-type: none"> • Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Tertiary qualifications in Change Management, Communications, Organisational Psychology, or related field and/or equivalent industry experience.
- Certification, formal training or equivalent industry experience in change methodologies (e.g. Prosci, ADKAR, Kotters).

Essential Experience

- Demonstrated senior-level experience in organisational change management and strategic communications, ideally within digital transformation or ICT programs.
- Proven ability to collaborate effectively across functions and levels, building trusted relationships and aligning diverse stakeholders around shared goals.
- Demonstrated success in planning and delivering enterprise change and/or comms campaigns in complex organisations.
- Exceptional writing and communication skills with the ability to develop clear, persuasive messaging for varied audiences.
- High-level stakeholder engagement and influencing skills, including experience working with senior executives.
- Ability to work autonomously, manage competing demands, and deliver high-quality outcomes under time constraints.
- High degree of political and organisational awareness, with ability to navigate sensitive issues.
- Demonstrated experience identifying and analysing opportunities to strengthen leadership, capability, culture, and performance in support of strategic people outcomes.

Desirable Qualifications and or Experience

- Experience in local government or public sector environments.
- Familiarity with human-centred design, agile delivery or service transformation methodologies.
- Project Management Qualifications.
- Demonstrated ability to coach, mentor and uplift capability of change, communications and culture teams.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: No Licence Required	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>