



# Bank of us.

Tasmania | Community | Customer

## Position Description



**Name:**  
Vacant



**Title:**  
Change Manager



**Reports to:**  
Head of PMO



**Location:**  
Hobart or Launceston

## Role Purpose

Your number one aim in this role is to lead and deliver change strategies to support the organisation's Strategic Plan, and in turn position us as the Bank of choice for all Tasmanians. The role is accountable for guiding stakeholders from the current state to the future state, translating strategy into practical outcomes, building shared understanding of the change vision, and ensuring impacts on customers, staff, and regulators are thoughtfully managed, with a clear focus on continuity of service and a consistent customer experience throughout the program(s).

Key to your success will be your ability to provide strategic change management expertise and advice across the organisation, partnered with the ability to present compelling recommendation at the Executive level and build strong mutually beneficial relationships at all levels internally and externally.

## Skills we are looking for

- Strong leadership capability and capacity to positively influence and shape organisational culture, with proven change management capabilities to drive and inspire change.
- Personal impact through your outstanding verbal, written communications and presentation skills.
- Strong strategic thinking coupled with highly effective influencing and negotiating skills.
- A results-oriented commercial focus, balanced by a customer centric approach.
- Highly developed organisational skills including a demonstrated ability to determine priorities, make independent decisions and meet tight deadlines.
- Strong analytical and problem-solving skills, with an attention to detail and focus on solutions.
- Proficiency in the use of relevant software programs, including Microsoft Project, and other tools that can facilitate and streamline project management.

## Personal Qualities we are looking for

- A customer centric approach and commitment to providing exceptional service.
- Resilience and a commitment to achieve quality outcomes for the business and customers by overcoming challenges, learning from feedback, and striving for continuous improvement.
- A commitment to being a team player, e.g. leading by example.
- Self-motivation and an ability to work with autonomy.
- The ability to be an innovative, creative, and lateral thinker, with a solutions-based approach to problem solving.
- The willingness and ability to acquire new skills and knowledge.
- High level personal integrity and discretion with working with confidential information.
- Strong set of personal and business values which complement the organisation's culture, values and behaviours of Live it, Love it, Own it.

## To succeed you will have (to be addressed as part of the application)

### Experience

- Demonstrated expertise in leading large-scale change initiatives, including significant experience as a Change Manager for major transformation programs.
- Proficient in change management principles, methodologies and tools, and able to apply them effectively and efficiently.
- Skilled in leading change and implementing change management concepts and techniques.
- Demonstrated ability to prioritise and manage multiple tasks, meet deadlines, and deliver results, while adapting to changing circumstances and expectations.
- Excellent stakeholder engagement and management skills, with the ability to build and maintain positive and productive relationships and communicate to a variety of audiences.
- Previous experience in the banking/finance industry (desirable).

### Qualifications & Licenses

- Relevant tertiary qualifications in Project Management, ICT or a related discipline.
- Project or Change Management Professional Certification.
- Hold and maintain a current Drivers' license (intrastate travel is required from time to time).

## Key Relationships

### Internal Relationships

- Project Management Office team
- Executive Team
- Technology Team
- People & Culture Team
- All Staff

### External Relationships

- Suppliers
- Other financial services institutions
- Industry contacts and professionals

## Key Responsibilities

### Strategy

**In conjunction with the Head of PMO, develop and execute Change Strategies that support our business objectives, ensuring alignment to overall Corporate Strategy.**

- Develop and execute a comprehensive strategy for the change program(s), aligned with program objectives and timelines.
- Identify regulatory drivers and capture constraints, deadlines, and fixed requirements.
- Define clear change outcomes and success metrics (adoption, business readiness, benefits realisation) to track and report on change adoption and benefits.
- Integrate the change plan with the overall program plan, optimising the timing of output delivery and transition activities.
- Incorporate risk management into the strategy development and execution process.
- Engage with key stakeholders to ensure their input and buy-in for the strategies.
- Continually review to ensure that strategy is current and aligns to overall Bank of us strategy.
- Plan, track and communicate results in relation to strategy outcomes.
- Encourage and assist with the continuous improvement in all processes to build efficiency and resource optimisation.

**Success looks like:**

- Strategic objectives are achieved.
- Annual Plan completion, time, quality and cost effectiveness.
- Continual process innovation and improvement evident.

### People

**Assist with fostering a culture of achievement through championing change management activities, including a personal commitment to being a values-based professional who demonstrates behaviour consistent with the organisation's values.**

- Work in a collaborative manner with internal teams and external third parties ensuring the relationships add value to the organisation and support strategic objectives.
- Assist with creating a working environment which fosters an achievement culture in which people can focus on meeting sales, productivity, quality, and service levels.
- Coach people leaders on change practices.
- Encourage and assist with the continuous improvement in all processes to build efficiency and resource optimisation.
- Contribute to the continuous improvement of the PMO by providing feedback, sharing best practices, and participating in PMO initiatives and activities.
- Encourage and facilitate innovation within project teams, promoting agility and responsiveness to changing business needs.
- Assist with the building of change management capability throughout the organisation by providing tailored education, coaching, and training.
- Build strong mutually beneficial relationships with internal teams and external stakeholders. Share thoughts, ideas, and feedback with peers, celebrate success together.

**Success looks like:**

- Personal behaviours aligned to Live it, Love it, Own it.
- Evidence of continuous improvement.
- Staff capability survey measures.
- Internal Customer Satisfaction Survey Results.

### Customer

**Provide SME advice to the organisation and relevant stakeholders on change activities and keep them informed of developments or changes that may affect their area or external parties.**

- Identify and map all key stakeholder groups in a change program using a structured view (e.g. onion diagram).
- Evaluate each stakeholder group's level of influence, impact, and attitude.
- Define engagement objectives for each stakeholder group.
- Create and implement a comprehensive communication plan ensuring stakeholders receive timely, consistent, and relevant information to support informed decision-making, manage change impacts, and maintain engagement.
- Craft and tailor key messages for each audience, ensuring messaging is consistent, timely, and aligned to the change journey.
- Facilitate workshops with senior stakeholders and SMEs across the organisation to secure and maintain visible sponsorship.
- Develop and maintain strong relationships with stakeholders, ensuring clear communication and collaboration.
- Provide comprehensive status updates to the relevant stakeholders and committees.

**Success looks like:**

- Service Level Agreements met.
- Internal Customer Satisfaction Survey Results.
- Completion rate/time/quality of objectives.

### Business

**Manage the successful delivery of key change programs across the organisation in accordance with Bank of us change methodology and standards, ensuring alignment with the organisation's strategic objectives and stakeholder expectations.**

- Prepare comprehensive change impact assessments, including evaluating the effects of change across processes, systems, roles, and customer touchpoints, with particular attention to customer experience, service channels, and teams that interact directly with customers.
- Lead organisational readiness assessments (surveys, interviews, focus groups) to gauge preparedness and identify capability or capacity gaps.
- Develop action plans to address readiness gaps, including resource needs, process adjustments, or policy changes to ensure the business is prepared for each transition.
- Establish a change toolkit including change frameworks, tools, and templates that can be mobilized quickly.
- Build a library of proven change tools and resources such as stakeholder maps, impact assessment frameworks, and training and communications templates.
- Develop and execute a training and enablement strategy to equip employees and front-line teams with the skills and knowledge needed to adopt new systems, processes, and ways of working.
- Ensure training is provided to addresses both technical changes and cultural/behavioural shifts, recognising that successful change requires contributions from all levels.
- Support the design of future-state operating models and ways of working.
- Provide regular status reports and metrics on change readiness, stakeholder engagement, training progress, and adoption rates relevant stakeholders.
- Provide high-level change impact and risk updates for board papers as required.
- Ensure alignment with program governance processes for decision-making and risk/issue escalation.
- Develop and implement mitigation strategies (targeted engagement, additional coaching, adjustments to timeline/phasing).

#### Success Looks like:

- Internal Customer Satisfaction Survey Results.
- Implementation issues are identified and resolved.
- Service level targets are met.

### Risk, Values, Behaviours

**Ensure that all aspects of the role and administration are conducted in accordance with Bank of us vision, values, and behaviours of Live it, Love it, Own it, policies, procedures and relevant State and Federal legislation.**

- Proactively identify change-related risks and points of concern, recognising that clear and consistent change leadership supports a coordinated approach, strong adoption of outcomes, and ongoing alignment with our regulatory obligations.
- Monitor and escalate critical risks or issues in a timely manner.
- Contribute to maintaining the Bank of us reputation for corporate responsibility by ensuring all actions and behaviours are in accordance with Bank of us compliance requirements such as statutory, legal, and ethical obligations and maintain an up-to-date knowledge of Bank of us policies, procedures, products, and services.

#### Success looks like:

- Risk, Values and Behaviours as per P2S.
- Risk proactively managed, resulting in a measurable decrease in unexpected issues in project delivery.

#### Other:

Undertake any other reasonable duties as directed by the Head of PMO from time to time.

Employee's Signature

Date

Leader's Signature

Date



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Tasmania | Community | Customer



**Live it**  
Collaboration

Collaborate to achieve excellent outcomes.



**Love it**  
Relationship

Build positive healthy relationships, celebrate success and be respected by the community.



**Own it**  
Integrity

Act with integrity and be confident, proactive and accountable