

POSITION DESCRIPTION

POSITION TITLE	Organisational Change and Strategy Manager
DIRECTORATE - SECTION	Corporate Services – Business Performance & Strategy
LEVEL - EBA	Negotiated Contract
RESPONSIBLE TO	Director Corporate Services

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

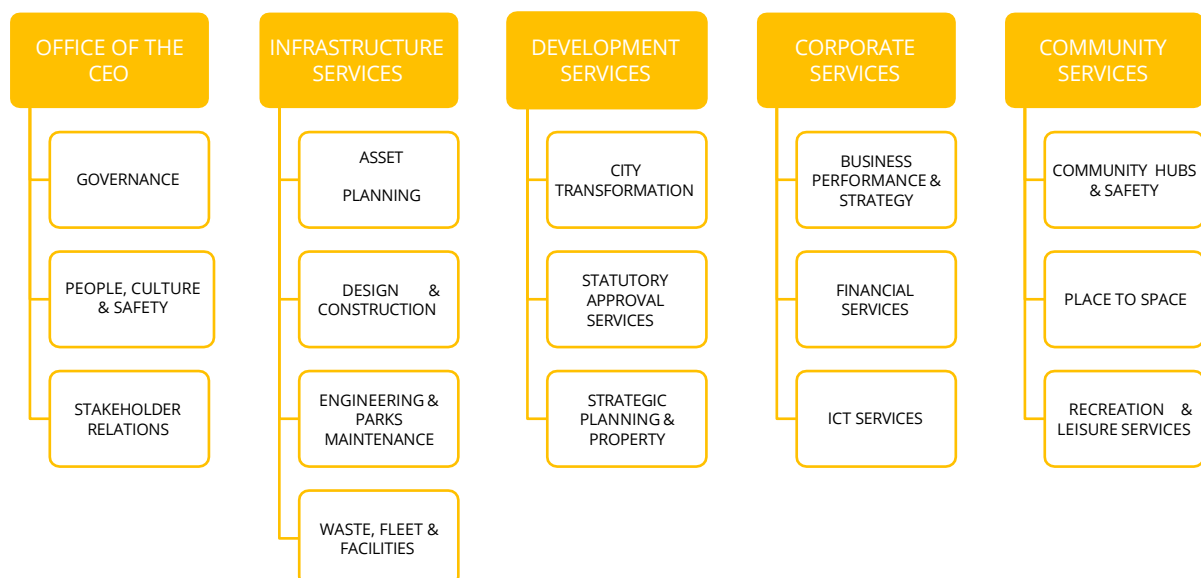
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

RESPECT	We treat everyone with dignity, fairness, and kindness—valuing diverse perspectives, listening with empathy, and fostering an inclusive environment where all voices are heard and appreciated.
INTEGRITY	We act with honesty, transparency, and accountability—upholding ethical standards, taking responsibility for our actions, and consistently doing what is right, even when no one is watching.
CARE	We build trust through empathy, honest feedback, and mutual support—creating a safe, respectful environment where people thrive and grow. We care enough to be candid, knowing that truth shared with compassion strengthens us all.
HONESTY	We communicate truthfully and openly—building trust through transparency, owning our actions, and fostering a culture where integrity and authenticity guide every interaction.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

Lead organisational change, strategic planning and organisational performance initiatives that enable the City to successfully deliver its strategic priorities. Partnering with the Executive Leadership Team, the role drives organisational readiness, capability, alignment and benefits realisation to ensure sustainable transformation and achievement of community outcomes.

KEY RESULT AREAS

EXECUTIVE SUPPORT

- Leads the City's organisational transformation agenda.
- Provide enterprise-wide advice on organisational capability, strategic alignment and transformation priorities.
- Identify emerging organisational risks, opportunities and trends impacting strategic delivery.

ORGANISATIONAL CHANGE MANAGEMENT

- Leads the development of change approaches and plans to support implementation of organisational initiatives, including impacts to processes, procedures, systems, structures, ways of working.
- Understands Enterprise Resource Planning (ERP) systems, and their impact on business processes to effectively support organisational change.
- Applies structured change management methodologies, frameworks, and tools to support the people side of change.
- Supports the development of training and communication materials to enable effective adoption of change.
- Implements organisational change management practices to support effective and sustainable delivery of initiatives.
- Leads change impact assessment outcomes to determine the scale of change and associated business readiness activities required for successful implementation.
- Assesses organisational change readiness and capacity, including consideration of business cycles and competing priorities.
- Assesses and builds organisational change management capability to support ongoing organisational effectiveness.
- Engages stakeholders and designs tailored communication, presentations, and facilitated sessions to support understanding, alignment and adoption of change.
- Provides oversight and reporting on organisational change risks, impacts, and stakeholder considerations to support informed decision-making and successful delivery of initiatives.
- Builds change leadership capability by coaching and supporting Executive and senior leaders in their roles as change sponsors, including alignment, communication, and driving organisational outcomes.
- Leads the development and implementation of organisational change frameworks, tools, and practices to uplift change maturity across the City.
- Monitors organisational change capacity and saturation, providing insights and recommendations to support prioritisation and sustainable delivery.
- Establishes and leads change networks (e.g. Change Champions) to embed change capability and support adoption across the organisation.
- Develop mitigation plans to address barriers to adoption and sustain organisational commitment to change.
- Establish reporting frameworks and dashboards to provide visibility of organisational change progress, risks and adoption outcomes.

ORGANISATIONAL STRATEGY

- Leads the development of the Council Plan, ensuring alignment with organisational priorities, community outcomes, and informing strategies.
- Supporting achievement of organisational strategic priorities through effective change leadership and organisational transformation.
- Supports a consistent and integrated approach to planning across the organisation
- Facilitates cross-functional alignment across directorates to enable delivery of strategic outcomes.
- Provides strategic advice to Executive and senior leaders on planning priorities, risks, and opportunities.
- Evaluates current performance, identifies gaps and recommends improvements to strategic planning initiatives.
- Develops workshops to enhance employee capability and to support strategic goals.

STAKEHOLDER RELATIONSHIP MANAGEMENT

- Leads the development of comprehensive stakeholder management strategies and plans.
- Builds long-term, strategic relationships with senior stakeholders (internal and external).
- Facilitates the engagement of stakeholders in support of the delivery of services and change projects.
- Facilitates effective engagement and communication between senior stakeholders to support successful delivery of change initiatives.
- Negotiates to ensure that stakeholders understand and agree on what will meet their needs, and that appropriate agreements are defined.
- Oversees monitoring of relationships including lessons learned and appropriate feedback.
- Leads actions to improve relations and open communications with and between stakeholders.

BENEFITS MANAGEMENT

- Supports sponsors and business owners to define, monitor and achieve benefits realisation outcomes associated with organisational change initiatives.
- Works with leaders to embed change into business-as-usual operations and maximise organisational value.
- Communicates the change programme vision to staff at all levels of the business and keeps a focus on business objectives.
- Supports program and project leaders by providing change-related inputs to business cases, benefits realisation plans and investment decisions.

ERP Transformation

- Lead organisation readiness activities for enterprise-wide technology and business transformation initiatives.
- Partner with project managers and business leaders to ensure successful adoption of ERP related process changes.
- Establish and monitor adoption metrics, benefits measures and post implementation outcomes.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.

- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

- Uphold the City's values Respect, Integrity, Care and Honesty and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- Relevant tertiary qualification in change management, organisational development, business, strategy, public administration, or a related discipline.
- Change Management accreditation or demonstrated capability in recognised change management methodologies is highly desirable.
- Demonstrated professional development in strategic planning, organisational change, facilitation, leadership, or continuous improvement is desirable.
- Experience in business transformation, enterprise system change, or local government planning and performance environments is highly regarded.

SELECTION CRITERIA

1. Demonstrated experience and knowledge in organisational change management methodologies, strategies and practices, including the ability to lead and embed change across a complex organisation.
2. Demonstrated experience developing organisational change capability, change frameworks and assessing change maturity across an organisation.
3. Demonstrated experience establishing change metrics, adoption measures, readiness assessments and benefits tracking frameworks.
4. Demonstrated experience in leading change for Enterprise Resource Planning (ERP) implementations, business transformation initiatives or projects of a similar scale and complexity.
5. Demonstrated experience in strategic planning, corporate planning or organisational alignment, including knowledge of the Integrated Planning and Reporting Framework and its connection to organisational delivery.
6. Demonstrated ability to influence, engage, and align stakeholders to achieve shared outcomes across organisational boundaries.
7. Highly developed interpersonal, communication, facilitation, and relationship management skills, including the ability to work effectively with Executive, senior leaders, and cross-functional teams.
8. Demonstrated strong analytical, problem-solving, and critical thinking skills, with the ability to translate insights into practical actions and recommendations.
9. Demonstrated high level organisational, planning, and prioritisation skills, with the ability to manage competing priorities in a complex and evolving environment.
10. Adaptable, resilient, and comfortable working in ambiguity, with the ability to support others through change and uncertainty.
11. Ability to work both autonomously and collaboratively, contributing to an integrated Business Performance and Strategy function while delivering high quality outcomes.
12. Experience within Local Government or a similarly complex public sector environment is highly desirable.

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Director Corporate
DATE PD REVIEWED/APPROVED: 21 July 2026
