Job description

Title	Digital Enablement Manager
Number	9IT434 & L22006 / 100892, 100934
Group	Chief Operating & Financial Office
Division	Digital Services
Reports to	Digital Enablement and Training Manager
Direct reports	None
Date	10/08/2026

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Matauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to lead the establishment and implementation of Digital Services change management initiatives to ensure maximisation of engagement, readiness, and adoption of change across multiple and diverse digital initiatives.

Key outcomes

Develop, design, and implement change management methodology.	• Develop, implement, and lead a structured change management methodology, with associated practices and activities. • Design and implement change impact assessments, change readiness assessments, and change effectiveness assessments.
Develop and implement the change management strategies for each initiative.	• Develop, implement, and monitor appropriate risk mitigation strategies.

	• Develop and implement approaches to increase change readiness and successful adoption of sustainable change. • Identify and manage anticipated resistance to change. • Design, plan, and implement engagement and communications initiatives to fit project lifecycles. • Identify, report and monitor issues and risks, especially those relating to change impacts of projects.
Relationships with stakeholders are developed and maintained.	• Establish and maintain a strong relationship with stakeholders. • Undertake stakeholder management activities. • Coordinate with other change specialists and digital services team members.

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Essential person specifications

- Tertiary qualification to degree level in Information Technology and Change Management or an equivalent level of learning gained through experience
- 5-10 years digital change management
- Experience and knowledge of change management principles, methodologies, and tools
- Experience and knowledge of Agile delivery methodologies

Here to make Tauranga better

WHANAKE TE TAI

Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community and each other

Whanaungatanga / Collaboration

We work together and create connections