



Job description

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| Title | LWDW - Digital Change Manager |
| Number | 103705 |
| Group | Operations and Infrastructure |
| Division | City Waters |
| Reports to | LWDW – Establishment Manager Customer & Digital (Project Reporting Line - LWDW - Programme Manager/Director) |
| Direct reports | None |
| Date | 20 th March 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, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The Digital Change Manager defines and manages business change, communication, and skills development activities to ensure successful adoption of new digital platforms and processes across the partner organisations (TCC, WBOPDC). The role leads the change management strategy for their assigned organisation, proactively collaborates and aligns with other programme leaders to focus on the overall programme purpose, supports leaders in driving adoption, and ensures teams are equipped and ready for the transition to new ways of working.

Key outcomes

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| Design and deliver change management strategy | <ul style="list-style-type: none">• Develop and implement a comprehensive change management plan that considers holistic impact across the assigned organisation• Define change management processes and ensure leader-led change is embedded throughout programme delivery |
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| | <ul style="list-style-type: none"> • Create and maintain change readiness assessments and stakeholder impact analyses • Ensure change activities align with programme milestones and business outcomes • Manage change risks and issues, escalating where appropriate |
| Lead communication and engagement activities | <ul style="list-style-type: none"> • Develop and execute targeted communication plans for different stakeholder groups • Create engaging content that articulates the vision, benefits, and impacts of the digital transformation • Partner with business leaders to cascade messages and drive engagement • Establish feedback mechanisms to monitor sentiment and address concerns • Coordinate communications with the wider programme team to ensure consistency |
| Build capability through training and support | <ul style="list-style-type: none"> • Lead the training approach and strategy across all affected user groups • Work with subject matter experts to design and deliver training materials and programmes aligned to program milestones • Develop train-the-trainer approaches to build sustainable capability • Create user support materials, guides, and resources to enable ongoing learning |
| Enable organizational readiness | <ul style="list-style-type: none"> • Partner with delivery teams to embed change considerations throughout implementation • Support business leaders in understanding their role in driving adoption • Facilitate workshops and sessions to support teams through the transition • Monitor adoption metrics and user feedback post go-live • Identify and address barriers to successful change adoption |
| Foster collaboration across partner organisations | <ul style="list-style-type: none"> • Work effectively with change managers and leaders from other partner organisations to focus on the overall programme purpose rather than focusing on individual / silo'd / organisational interests • Build effective and trusted relationships with business stakeholders and programme team members • Share insights and learnings across the partner organisations • Support the development of positive common culture and ways of working • Commits to effective individual and team leadership |

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.

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Essential person specifications

- 5+ years change management experience, preferably in digital transformation or ERP implementations
- 3+ years experience in organisational change management methodologies (e.g., Prosci, ADKAR, Kotter)
- Proven experience in developing and executing change management strategies and communication plans
- Experience working on multi-organisational or merger/acquisition change programmes (beneficial)
- Experience in the water sector, utilities, or local government (beneficial)
- Demonstrated ability to influence and work with senior stakeholders and business leaders
- Experience designing and delivering training programmes for diverse audiences
- Strong facilitation and workshop design skills
- Proven experience in stakeholder engagement and managing resistance to change
- Experience working collaboratively in cross-functional delivery teams
- Experience with change management tools and platforms (beneficial)
- Excellent written and verbal communication skills with ability to tailor messages for different audiences
- Strong analytical skills with ability to use data to measure adoption and effectiveness

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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