



POSITION DESCRIPTION

POSITION DETAILS

Title	Senior Consultant Employee Culture and Change		
Reporting to	Bronwyn Waters		
Function	People, Culture and Safety		
Section	Employee Experience		
Team	Employee Experience		
Classification	Senior Officer		
People Leader	No	Org Level	2

POSITION PURPOSE

Provide one to three statements that describe the main purpose of the role, describing the job and convey why this job exists and what its contribution is to the organisation.

- The Senior Employee Culture and Change consultant is an important role responsible for designing, developing and embedding the Greater Western Water (GWW) culture to achieve of our organisational vision of 'thriving people and Country'.
- This role is responsible for developing and implementing GWW's first Employee Value Proposition (EVP), articulating in a compelling manner the employee benefits and culture of GWW to both internal and external audiences.
- The role is also responsible for driving organisational change at an enterprise level to increase change capability across the organisation, working closely with the Organisational Change team.
- This role will support the Employee Experience Manager in developing the culture and change for GWW and also provide support to the broader Employee Experience team to deliver delightful and impactful employee experiences.

ORGANISATION CONTEXT – ABOUT GREATER WESTERN WATER

Greater Western Water (GWW) enhances the customer experience and security by providing more affordable services for the communities it serves. It's how we play our part in keeping Melbourne's inner and western regions vibrant, unique and a great place to live.

The challenge into the future, is to continue to develop the organisation in addressing the unprecedented growth being experienced in Melbourne's western corridor, in a way that:

- Delivers value for customers and communities
- Leverages partnerships and technology to create future opportunities
- Enables a performance focused, safe and inclusive workplace culture where employees can innovate and thrive
- Contributes to a highly liveable, viable region, and
- Cares for the environment.

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Greater Western Water respectfully acknowledges the peoples of the Kulin Nation as the Traditional Owners of the lands and waters on which our service area lies.

MAJOR ACCOUNTABILITY AREAS	
Major Accountability Area	Key Performance Indicator
<p>Accountability: Culture</p> <ul style="list-style-type: none"> Design, embed and own the culture framework and evolution for GWW Manage the end to end culture change program of work including embedding symbols, patterns and behaviours Manage the culture measurement strategy and implementation plan Use quantitative and qualitative data to increase culture capability across the enterprise Provide thought leadership on culture, using outsidein networks and case studies 	<p>Measure</p> <ul style="list-style-type: none"> Annual engagement and enablement survey
<p>Accountability: Change Management</p> <ul style="list-style-type: none"> Develop toolkits to support enterprise approach to change Develop and implement engagement and communications plans to uplift change capability across the enterprise Provide advice and support to ensure people change is integrated into projects with alignment to the culture Develop alignment and positive working relationships with the Organisational team Shared responsibility for leading a change community of practice 	<p>Measure</p> <ul style="list-style-type: none"> Change capability uplift across the enterprise Employee engagement
<p>Accountability: Internal consulting & personal leadership</p> <ul style="list-style-type: none"> Provide coaching, advice and support to managers and their direct reports to understand drivers of culture and change Proactively engage with stakeholders to understand pulse of the business and foresee future challenges Build positive relationships across the business (breadth and depth) Lead by example with integrity, advocate others to do so, and respond in a timely manner In collaboration with the business, identify gaps and opportunities and recommend appropriate solutions aligned with culture, purpose and strategic objectives 	<p>Measure</p> <ul style="list-style-type: none"> Positive stakeholder feedback Stakeholder expectations are met

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<p>Accountability: Employer Value Proposition</p> <ul style="list-style-type: none"> Develop and drive the employer value proposition through key employee touchpoints to drive attraction and retention of employees. Use data and insights to build and evolve the employer value proposition Work with the relevant stakeholders in the business to understand impact of EVP 	<ul style="list-style-type: none"> Annual engagement and enablement survey Retention of talent Ease of attraction of talent for critical roles
<p>Health, Safety and Wellbeing</p> <ul style="list-style-type: none"> Take care of own and colleagues Health, Safety and Wellbeing (HSW) through proactively supporting and promoting – regardless of role – positive HSW leadership, as part of GWW’s culture. 	<p>Measure</p> <ul style="list-style-type: none"> Contribute to a healthy and safe workplace. Support and promote programs to reduce HSW (physical and psychosocial) risk. Contribute to the enhancement (effectiveness / usability / accessibility) of HSW systems and processes. Participate in HSW projects, initiatives and forums, as required.

RELATIONSHIPS AND STAKEHOLDERS

Outline the position’s requirements for internal and external communication/negotiation/contact with other people or groups

Concentrate on those communication requirements that are critical to the achievement of the position’s primary objective(s).

List any committees, etc the position will be involved with (internally or externally).

Internal	<ul style="list-style-type: none"> Employee Experience team, People, Culture and Safety team, Senior Leaders, People Leaders, Organisational Change
External	<ul style="list-style-type: none"> Brand agency, culture partners and thought leaders

SKILLS, EXPERIENCE and TECHNICAL KNOWLEDGE

Enterprise Skills	Proficiency
Change Agility	Advanced
Communicating with Influence	Expert
Critical Thinking	Advanced
Stakeholder & Relationship Management	Expert
Delivering Results	Expert
Choose an item.	Choose an item.
Technical Knowledge	<ul style="list-style-type: none"> Culture and organisational change management Culture capability

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	<ul style="list-style-type: none"> • Strategic planning and development • EVP development • Data and insights
<p>Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated experience in culture design and development • Demonstrated experience in organisational change • Demonstrated experience in development and implementation of successful EVP • Sound internal consulting, consultation and facilitation experience • Ability to work at strategic level to drive performance and ability to identify emerging trends and issues • Ability to engaged and work collaboratively to deliver strategic objectives with multiple stakeholders • Ability to think creatively to find solutions • Proven results in driving capability uplift in change • Proven experience coaching and educating business leaders in how to drive culture and change in their business • Proven success in achieving positive people change on projects • Proven success in developing comprehensive and meaningful communications around the Employee Experience • Experience in leading and influencing organisational change with high degrees of complexity change management • Project management to ensure robust development and implementation of strategies and projects • Ability to interpret and analyse data and results to drive meaningful and impactful change <p>Desirable</p> <ul style="list-style-type: none"> • Experience in communications function • Experience in utilities or public sector industry
<p>Qualifications Include relevant trades / qualifications / licences / accreditations / registrations</p>	<ul style="list-style-type: none"> • Formal qualification in organisational change, culture capability, combined with significant and relevant work experience