

Position description

Change Manager

Position title	Change Manager
Position number	200842
Classification level	F
Position type	Fixed Term – 12 Months (Parental Leave)
Group	Government, Stakeholder Relations & Communications
Division	Communications & Change
Reports to	Group Manager Communications & Change
Usual place of work	1010 La Trobe Street, Docklands
Date	July 2026
Conditions	Full time (flexibility will be considered)
End date (if fixed term)	01/08/2027

Our organisation

VicTrack owns Victoria's rail transport land, assets and infrastructure. As a commercially focused government agency delivering for Victoria, we work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

About the group

Our business is made up of specialist delivery groups – Property and Telecommunications – supported by Corporate Services and the Office of the Chief Executive.

This position is based in the Office of the Chief Executive. The Office of the Chief Executive is responsible for overseeing VicTrack's legal, compliance and governance, key government and stakeholder relationships, and internal and external communications.

About this position

Reporting relationships

The Change Manager reports to the Group Manager, Communications & Change and works closely with the Executive Team, Senior Leadership Team, Project Managers and the Communications & Change Team, particularly the Manager Communications and Internal Communications Specialist.

Delegations / Budget

N/A

Purpose of the position

The Change Manager provides expertise to embed effective change management practices across transformation initiatives at VicTrack. This role is responsible for implementing the enterprise change management framework, ensuring clear guidance on when and how change is delivered, and building organisational capability through tools and coaching.

As a technical practitioner, you will lead the design, development, execution and evaluation of people-centred change strategies that support priority projects. Working closely with project managers, sponsors and senior leaders, you will provide specialist advice on the people impacts of changes to processes, systems and technology.

Partnering with Communications, you will deliver targeted change plans that drive awareness, adoption and proficiency, ensuring projects achieve their objectives and deliver sustained, positive outcomes.

Key accountabilities/functions

Position accountabilities

- 1. Change methodology and framework implementation:** Embed and apply VicTrack's enterprise change management methodology across transformation initiatives, ensuring alignment with priority programs and consistent, best-practice delivery.
- 2. Capability building and coaching:** Implement programs to coach, mentor and upskill staff, building sustainable organisational capability in change management and increasing adoption of consistent practices.
- 3. Change strategy design and delivery:** Develop, refine, implement and evaluate change management strategies for enterprise-wide projects, ensuring early engagement, clear communication, and effective support for impacted stakeholders.

4. **Stakeholder engagement and advisory:** Establish and maintain strong working relationships with project managers, steering committees, working groups, and key stakeholders to provide practical, fit-for-purpose and influential change advice.
5. **Change impact and risk management:** Proactively identify and assess employee resistance and change impacts, working with stakeholders to design and implement mitigation strategies that protect project delivery and organisational reputation.
6. **Data-driven change insights:** Utilise Prosci and other change management tools to undertake analysis, ensuring activities are appropriately targeted, scaled, and responsive to employee needs.
7. **Communication and engagement planning:** Develop and deliver integrated change communication and engagement plans that drive awareness, understanding, and commitment across the organisation.
8. **Employee engagement and continuous improvement:** Facilitate engagement initiatives such as workshops, focus groups and interviews, while identifying opportunities to improve organisational efficiency, effectiveness, and return on investment.
9. **Other duties:** In line with Section 31A of the *Public Administration Act 2004 (Vic)* other duties may be assigned consistent with employment classification, skills, and capabilities.

Key selection criteria

1. **Change management expertise:** Proven experience applying structured change methodologies (e.g. Prosci) to deliver transformation outcomes, with the ability to identify and address the people impacts of change through targeted communication and engagement strategies.
2. **Stakeholder engagement and influencing:** Excellent interpersonal and influencing skills, with a demonstrated ability to build strong relationships, present ideas effectively, and negotiate outcomes with diverse stakeholders.
3. **Strategic thinking and delivery:** Ability to think strategically and translate strategy into clear, actionable plans, with a track record of delivering results in complex or fast-paced environments.
4. **Communication and problem solving:** Highly developed communication skills, including the ability to translate complex information into plain English, alongside strong problem-solving capability to anticipate risks and develop practical solutions.
5. **Personal effectiveness and collaboration:** Self-motivated and resilient, with strong time management skills and the ability to work under pressure. Demonstrated capability to work collaboratively, support team outcomes, and show empathy when guiding individuals through change.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety
- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents
- report any railway safety problems/hazards to your line manager and the Health & Safety team
- safely access the rail corridor.

Individual attributes

Qualifications and experience

1. A relevant tertiary qualification or work experience in complex environments (mandatory)
2. Prosci Certification (mandatory)
3. Project Management Qualification and IAP2 Certification (desirable).

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- All VicTrack customers
- Vendors and/or suppliers

Ordinary hours of work

Ordinary hours of work are Monday to Friday between 6:00am and 6:00pm.

Why work for VicTrack?

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our vision

Working at VicTrack provides people with the opportunity to contribute to creating thriving places and connected communities for all Victorians. Some of the benefits that we provide our people are listed on our website and can be accessed via: [Careers at VicTrack](#)

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*: “To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

1. social and economic inclusion
2. economic prosperity
3. environmental sustainability
4. integration of transport and land use
5. efficiency, coordination and reliability
6. safety, health and wellbeing.