



Change Lead

People and Safety

Position Description



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Change Lead

Position Descriptions are intended to describe the main functions and responsibilities required of the role. Position Descriptions are not to be construed as an exhaustive list of all responsibilities or duties that may reasonably be required of the incumbent in this role. Employees will be expected to perform any duties reasonably requested by the employer. Position Descriptions are subject to review to reflect changing circumstances and may be amended from time to time to take account of the role requirements that evolve over time.

Reporting to:	Chief People & Safety Officer
Responsible for:	Nil
Position purpose:	<ul style="list-style-type: none">• Focus on the People side of change, by preparing, supporting and equipping people• Working through others in Alpine to succeed, by coaching and supporting leaders in Alpine to enable them to lead and support their people through change• Responsible for supporting project managers and teams to integrate change management activities with their project plans to ensure smooth transitions and successful outcomes.
Last review date:	January 2024

Where you will fit



Financial Responsibilities

Authorities may change to align with organisation changes to delegations of authority.

- Controls a budget: N
- Maximum that may be spent without reference to manager: \$000
- Jobholder can spend unbudgeted capital: N
- Jobholder is responsible for committing the organisation to long-term contracts: N
- Jobholder signs correspondence for Company: N

Key Relationships

It is a key responsibility that relationships must be built and maintained in such a way as to bring about positive and respectful interactions

External

- Change Management Consultants
- Industry Networks Associations
- Vendors and service providers
- Key Stakeholders
- Contractors
- Suppliers

Internal

- Project Management teams
- Executive Leadership team
- Wider People & Safety Teams
- Level 2 Managers
- Other Alpine employees

Change Management

You are responsible for

- Working alongside PMO and key leaders to develop and implement comprehensive change aligned with the organisation's vision and goals
- Conducting thorough change impact assessments to understand current state as well as identify potential risks and opportunities for all organisational change projects. Identifying risk mitigation options and recommending actions.
- Creating detailed change implementation plans, including timelines, milestones, and resource allocation
- Applying appropriate change management tools and techniques to effectively influence and facilitate organisational, business or process change across AEL
- Continually looking for opportunities to innovate and improve processes

You are successful when

- Change strategies are effectively formulated, documented, and aligned with the organisation's objectives
- Change implementation plans are comprehensive and supports successful execution
- Risks and opportunities are well documented with mitigation planning carried out as necessary
- Change is successfully implemented with high employee adoption and engagement

Stakeholder Engagement and Communication

You are responsible for

- Identifying and engaging key stakeholders at various levels of the organisation, including executives, managers, and employees
- Developing and delivering clear, consistent, and compelling communications to foster understanding, buy-in, and commitment to the transformation initiatives
- Implementing effective feedback mechanisms and ensure open lines of communication to address concerns and manage resistance

- Working closely with the Internal Engagement & Communications Lead to ensure company wide change communications are successfully delivered

You are successful when

- Stakeholders are actively engaged and demonstrate support for the transformation initiatives
- Communication is timely, transparent, and promotes a shared understanding of the change process
- Employees are engaged and enabled during change

Change Leadership and Team Enablement

You are responsible for

- Developing Alpine's change management principles and methodologies
- Providing strong leadership and guidance to project teams and individuals involved in change initiatives
- Fostering a positive change culture by inspiring and motivating teams to embrace change, adapt quickly, and drive innovation.
- Developing change champions and ensuring adequate training and support are provided to enable successful adoption of new processes and behaviors
- Supporting design and delivery of change management training programs
- Coaching Project Managers and teams on change management principles and integration of change management activities into project plans to ensure people success during change

You are successful when

- Teams and individuals are empowered, motivated, and equipped to lead and navigate change effectively
- Change champions are identified and developed, contributing to a positive change culture

Performance Measurement and Evaluation

You are responsible for

- Defining key performance indicators (KPIs) and establishing measurement frameworks to track the progress and impact of change initiatives
- Conducting regular assessments and evaluations to identify areas of improvement and ensure alignment with transformation goals
- Providing insightful reports and recommendations to senior management regarding the effectiveness and outcomes of change initiatives

You are successful when

- Robust measurement systems are in place to track and evaluate the impact of change initiatives
- Reports and recommendations provide valuable insights for continuous improvement.

(Occasionally you may be required to work outside of your usual work hours for events).

What You Will Bring:

Education & Qualifications	Essential	Desirable
<ul style="list-style-type: none"> Bachelor Degree (General) or relevant equivalent experience Bachelor's degree in Business Administration, Organisational Psychology, or a related field (Master's degree preferred) Professional certifications in change management (e.g., Prosci, ACMP) are required 	✓ ✓	✓
Knowledge, Skills & Experience	Essential	Desirable
<ul style="list-style-type: none"> Proven experience (5+ years) as a Change Manager or Transformation Manager, leading complex change initiatives in large organisations Strong understanding of change management principles, methodologies, and best practices Excellent leadership and communication skills, with the ability to influence and engage stakeholders at all levels. Demonstrated ability to develop and execute change strategies, including planning, implementation, and evaluation. Experience in performance measurement and reporting, using data to drive decision-making and continuous improvement. Proactive, adaptable, and resilient in navigating ambiguity and managing resistance. 	✓ ✓ ✓ ✓ ✓ ✓	

What We Expect

Health & Safety

- Actively participating in health and safety (H&S) responsibilities outlined in Alpine's H&S Management Programme
- Following all established work procedures with regard to the requirements for H&S, including the use of PPE
- Identifying and reporting hazards
- Adhering to all H&S practices and rules
- Actively promoting and supporting health and safety, and wellbeing initiatives

Continuous Improvement

- Taking the initiative to improve work practices and to get the best possible outcome
- Looking for opportunities to improve systems, processes and work practices – both within your own position and our company as a whole
- Participate in MBUs, both within in your own team and across AEL

Customer Excellence

- Acting as an ambassador for AEL, going above and beyond to always provide both internal and external customers with exceptional service - approachable, interested and friendly

- Treating everyone with respect – taking time to listen, learn and understand. Problems and complaints are acknowledged, solutions identified and promptly acted upon
- Taking responsibility for the achievement of the organisational levels of service, measures, and targets as they relate to the role

Teamwork

- Working together as one team
- Willingly sharing your knowledge and experience
- Open, honest, considerate, and respectful communication
- Demonstrate positivity and respect and support and care for your colleagues.
- Demonstrate initiative and commitment to team objectives
- Actively participating in group activities
- Being open and receptive to change
- Positive response to requests for assistance from within your own team and other teams; demonstrating adaptability and willingness

Performance & Development

- Taking a full and active role in Performance Development Plan discussions with your manager (prepares, participates, follows through). Identifying and following through on opportunities for personal and professional development
- Demonstrating commitment to up-skilling and further developing specialist knowledge and best practice initiatives
- Participating in training opportunities with an open mind

Civil Defence Emergency Management

- Assisting AEL in preparing for and responding to an emergency
- After establishing the safety of members of your household, you may be assigned duties to assist AEL in an emergency

Personal Accountability

Being a positive role model and promoting AEL favourably.

- Be approachable, personable, willing, and consistent
- Contribute proactively through empowering our communities
- Work within and contribute to all AEL policies and standards

Other Duties

Occasionally you may be required to undertake duties in addition to those outlined, but of which fall within your capabilities and experience.

Employees are expected to carry out such other duties and responsibilities as may be requested from time to time by their supervisor or manager which are generally consistent with the objectives of the position.



Our Vision

Empowering our Community



Our Purpose

We deliver secure and reliable energy while innovating for our future

Our Values



Safety

We value health & safety always



Integrity

We are honest and sincere; we mean what we say and say what we mean



Accountability

We accept responsibility

All built on a foundation of RESPECT

Manager

Date

Position Holder

Date