



Job Description Form

Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

Position Title

Change and Enablement Lead

Level

7

Position Number

36944
(Nominated)

Division/Directorate

Finance and Contracts

Branch/Section

Business Transformation & Capability

Effective Date

May 2026

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Manager Business Transformation & Capability, Level 8

Subordinates: Service Designer, Level 6
Stakeholder Engagement Lead, Level 6

Key role of this position

The Public Transport Authority's (PTA) Business Transformation Program (BTP) will fundamentally reshape the organisation, its processes, technology, and data to enable better ways of working and improve the services and insights delivered from our key corporate functions. Investment in the capabilities and careers of our people will ensure the PTA is equipped to embrace modern ways of working and achieve its vision as a leader in public transportation.

The Change and Enablement Lead provide senior leadership for the design, delivery and embedding of business change across the PTA's Business Transformation Program. The role is accountable for driving the effective implementation, adoption and sustainment of new ways of working and capability uplift. Leading and coordinating change, service design and enablement activities across the program, the position works closely with executives, leaders and the workforce to ensure the organisation is prepared, able to transition, and capable at each stage of delivery.

This role acts as the bridge between program delivery and the business, ensuring change is practical, structured, and outcome focused. The Change and Enablement Lead support the realisation of benefits through effective adoption, capability uplift, and sustained change outcomes.

Core duties and responsibilities

Program Management

- Sets out detailed organisational design and development strategies with a supporting implementation roadmap aligned to the BTP design principles, objectives and milestones.
- Partners with internal stakeholders to understand business requirements, organisational design and factors influencing role design, and capability requirements.
- Establishes and leads the BTP's change management framework, tools and delivery approach in line with structured program methodologies.
- Ensures change, training, and capability uplift activities are planned, sequenced and delivered alongside program releases.

Stakeholder Management

- Works closely with the functional transformation leads to understand and translate operating model and system changes into practical business impacts.
- Leads and supports functional areas through end-to-end change delivery, including transition planning, training, readiness and adoption
- Identifies and actively manages change impacts, resistance and adoption risks to minimise disruption to operations.

Human Resources Management

- Works collaboratively with the business to ensure people and teams are equipped to operate effectively in the future state, including role profiles, organisational development activities, individual and team capability building.
- Leads capability uplift initiatives, including training strategies, learning pathways and workforce readiness activities.
- Contributes to workforce and capability planning and strategies to support the program design principles and objectives.

Change Management

- Identifies and manages people impacts arising from the transformation initiatives, including the analysis of workforce capability and readiness.
- Designs and delivers structured change interventions (e.g. training, transition support, adoption tracking) rather than communication-led activities alone.
- Establishes mechanisms to measure adoption, capability uplift and business readiness, and adjusts delivery accordingly.
- Actively coaches and mentors' leaders and teams through implementation to ensure changes are embedded and sustained.
- Provides subject matter expertise and leadership to support PTA's ongoing evolution in capability building, organisational redesign and development, and modern ways of working.

SELECTION CRITERIA

1. Core Competencies

- Relevant tertiary qualification in psychology, human resources, change management, or related discipline, or equivalent experience in a related field.
- Substantial experience in implementing organisational change, preferably linked to ERP implementations.
- Demonstrated experience in a similar role within medium to large complex organisations.

2. Leadership and Management

- Proven ability to engage, influence and drive outcomes through others, including coaching and developing leaders.
- Demonstrated experience leading change delivery and achieving measurable outcomes within complex programs and operating environments.
- A flexible, reflective, and adaptable style, with the ability to constructively challenge the status quo.

3. Communication and Interpersonal

- Strong facilitation skills to lead analysis, design and implementation workshops.
- Proactive, consultative approach and the proven ability to quickly build and nurture relationships with stakeholders.

4. Conceptual, Analytical and Problem Solving

- Expertise in analysing operating models and transitioning them into practical, implementable change activities.

5. Special Requirements

- Satisfactory completion of a required medical examination.
- Provision of a current National Police Clearance certificate dated 3 months or less.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Managing Director / Executive Director / General Manager

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Signature

.....
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

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Signature

.....
Date