

Change and Communications Officer

Position Description

Directorate	City Administration	Department	ePMO
Reports To	Change Manager	Direct Reports	No
Queensland Local Government Industry Award - State 2017 - Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	City of Moreton Bay Certified Agreement 2025 EBA6 Wage Level	Schedule 1, Level 5

Position Purpose

This role executes operational readiness plans and drives employee communication activities. You will translate change strategies into actionable stakeholder engagement and communication plans and deliver targeted communications.

This role acts as the hands-on engine of the Change Enablement Function (CEF). Reporting directly to the CEF Lead, you will act as the dedicated change partner to the ePMO team and lead the communication discipline for the ePMO. You will also support the CEF lead in building enterprise Change Management capability across CMB through proactive communication strategies that link directly to the change program.

Key Responsibilities and Outcomes

As a Change and Communications Officer and member of the Enterprise Project Management Office (ePMO) you will:

ePMO Operational Change Responsibilities

- **Support the CEF Lead:** Help execute the core CEF strategy and associated comms plans alongside focussing on ePMO-driven changes and rollouts.
- **Contribute to the development** of a comprehensive CMB Change Management Framework aligned with change management best practices and in line with the City of Moreton Bay's organisational culture, values, and strategic objectives
- **Review and update ePMO communications and engagement plans** as new capability is introduced and improvement initiatives for the ePMO are launched.
- **Engage regularly with key stakeholders**, including senior leaders, project teams, and operational areas, to support implementation readiness, adoption and ongoing implementation of the ePMO and CEF.
- **Support management of the business change representative network/ change community of practice** for ePMO change as well as for the broader CEF implementation.

Communications Responsibilities

- **Design and Deliver ePMO Campaigns:** Plan and execute multi-channel communications that support the implementation of change across the ePMO suite of products and processes. This would include change for the capital Investment Framework, the pmo365 system, PMO process and methodologies and change management capability across CMB.
- **Write Targeted Messaging:** Write clear, concise updates, user guides, FAQs, and communication updates specifically tailored for the audience and channel across all ePMO channels and for specific Change initiatives being led by the ePMO.
- **Manage ePMO Channels:** Maintain the ePMO's internal communication hubs, including SharePoint, Teams channels, and newsletters and review and create content to keep the ePMO audience engaged.
- **Gather Delivery Feedback:** Run adoption and pulse surveys and feedback loops to capture change and communications impact and ensure this feedback is captured in how the ePMO communicates going forward.
- **Review existing communication plans** and update to reflect changes as required. Ensure the content remains current and in line with future direction, making an assessment on need and impact.

Our Values

Our values:
guiding how we
work and shaping
our future.



Decision Making

<i>Budget</i>	N/A
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- Demonstrated experience in delivering organisational change and communication activities for complex business transformation, digital, project or operational improvement initiatives.
- Experience developing and delivering communication plans, change plans, training support materials and engagement activities.
- Sound knowledge of contemporary change management methodologies, stakeholder engagement practices and communication planning and execution.
- Proven experience engaging with senior leaders, project teams and business stakeholders to build readiness, commitment and adoption of change.

- Experience monitoring change effectiveness through readiness assessments, adoption metrics, surveys and feedback mechanisms.
- Experience supporting change champion networks, communities of practice or organisational capability uplift initiatives.
- Strong knowledge of Microsoft 365 collaboration tools, including SharePoint and Teams, with experience maintaining communication and engagement channels.

Qualifications

Bachelor degree majoring in communications, and/or recognised change qualifications or 3-5 years experience in delivering change and communications in a local or state government environment.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.