

Position description

Change and Project Manager

Position title	Change & Project Manager – Future Ready
Position number	201309
Classification level	E
Position type	Fixed term (3 years)
Group	Enterprise Services
Division	People & Culture
Reports to	Strategic Project Lead – P&C
Usual place of work	1010 La Trobe Street, Docklands
Date	June 2026
Conditions	Full time (flexibility will be considered)

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, buildings 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.

Our business is made up of specialist groups including Innovation, Assets Optimisation & Technology, Property and Telecommunications. These are supported by groups that provide strategic, financial and operational services to the organisation.

About the group

This position is based in **Enterprise Services**.

This Group provides enterprise-wide support for VicTrack's operations and future growth, bringing together People & Culture, Enterprise IT, Legal & Compliance and Asset Governance. It provides fit-for-purpose, commercially aligned and customer-focused services that enable accountable, transparent performance, governance, and scalable delivery.

About this position

Reporting relationships

The Change & Project Manager reports to the Strategic Project Lead – P&C. This is an individual contributor role, providing expert technical support to the broader People & Culture team.

Delegations / Budget

N/A

Purpose of the position

The Change & Project Manager is accountable for the end-to-end delivery and successful adoption of culture and capability initiatives and the Future Ready transformation program. This role combines structured project management with change leadership to ensure that transformation outcomes are delivered on time and embedded in practice across the organisation.

Key accountabilities/functions

Position accountabilities:

1. **Change strategy and adoption:** Design and execute the change management strategy to support the Future Ready program. Drive leadership alignment, engagement, and sponsorship effectiveness. Develop and deliver communication plans that clearly articulate the “why, what, and how”. Lead behavioural change initiatives, embedding new mindsets and ways of working. Design and oversee training and capability-building interventions. Monitor change readiness, adoption, and resistance, and adapt approaches accordingly.
2. **Project delivery and execution:** Lead integrated planning and delivery across all project phases. Develop and manage project plans, milestones, and dependencies. Track progress against deliverables and timelines. Manage risks, issues, and dependencies, ensuring timely resolution. Coordinate within the People & Culture team, across business units, with subject-matter-experts (SMEs) and external partners.
3. **Governance, reporting and benefits realisation:** Establish and manage project governance and reporting frameworks. Provide regular status updates to project sponsors and steering committee. Track and report on benefits realisation and adoption outcomes. Ensure alignment between project deliverables and strategic objectives.

Key selection criteria

1. **Demonstrated experience delivering complex transformation initiatives:** Experience leading organisation-wide change initiatives, ideally within a People & Culture function.
2. **Expertise in change management theories, methodologies and practice:** Ability to design and implement change strategies that drive adoption and minimise resistance.
3. **Strong stakeholder engagement and influencing capability:** Proven ability to engage, influence, and build alignment with senior leaders and diverse stakeholder groups.

4. **Excellent communication and engagement skills:** Ability to develop and deliver clear, compelling communication strategies.
5. **Strong leadership, planning and delivery capability:** Strong planning, prioritisation, and organisational skills with attention to detail.
6. **Ability to drive behavioural and cultural change:** Understanding of how culture, leadership, and capability frameworks drive organisational performance.
7. **Analytical and outcome-focused mindset:** Ability to define and track success measures, benefits, and adoption metrics.
8. **Adaptability and resilience in complex environments:** Ability to operate effectively in ambiguous, fast-paced, and evolving environments.

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. **Mandatory:** Tertiary level qualifications in Change, HR, Psychology or a related field.
2. **Desirable:** Prosci accreditation, or other change qualification and project management qualification.
3. **Experience:** Proven ability to lead organisational or cultural transformation initiatives and experience delivering within waterfall project environments.

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.