



Position Description

Position title:	Communications and Change Manager – Digital Trust Service
Entity:	Austroads
Division:	New Programs and Services
Job Type:	Full-time (1.0 FTE)
Location:	Austroads Melbourne Office
Reports to:	Head of Policy and Transition
Responsible GM:	General Manager, New Programs and Services
Direct reports:	Nil
Date reviewed:	October 2025

Organisational Context

Austroads is the association of Australian and New Zealand transport agencies.

We provide authoritative, practical and impartial advice, information, tools and services to help our members to deliver safe, efficient and reliable mobility to their customers.

We also deliver value to a range of other key stakeholders across government, industry and communities, where there is a demonstrated societal benefit to do so.

Austroads comprises several business activities, including the core Austroads work program, the National Exchange of Vehicle and Driver Information System (NEVDIS), and Transport Certification Australia (TCA).

Our teams are located across Australia and New Zealand. We work in an integrated and collaborative way, along with external consultancies and other partners, to ensure our products and services are delivered successfully and maximise value.

Austroads promotes a culture of professionalism, innovation, and integrity, with a commitment to accountability, quality, and excellence in the delivery of all of our programs and services. Austroads values continuous improvement, and all staff are expected to engage in their work in a spirit of curiosity, collaboration, and proactivity.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

Austroads takes inclusion and diversity seriously. We embrace difference and diversity of identity, experience and thought, and actively strive for inclusive behaviours across our company and our work.

The Role

Team Purpose

The New Programs and Services team oversees management and coordination of select significant implementation projects for Austroads, with a focus on the development and implementation of new products and services, in alignment with Austroads strategic objectives and the evolving needs of our members and key stakeholders.

Position Purpose

To lead and deliver strategic communication and change management activities across the Digital Trust Service (DTS) program. The DTS program is a complex, multi-year program involving multiple workstreams and a diverse set of internal and external stakeholders. The role ensures stakeholder engagement, adoption, and alignment with program objectives through clear, consistent messaging and structured change initiatives.

Major Responsibilities/Accountabilities

The role is responsible for:

- Developing and implementing a comprehensive communications strategy tailored to internal and external audiences for the program.
- Creating and managing program-wide messaging, FAQs, presentations and other collaterals, speaking notes and stakeholder updates, in collaboration with the Communications and Media team.
- Coordinating with program leads to ensure consistent and timely communication across workstreams.
- Liaising with the Communications and Marketing team in the preparation of proactive and reactive media statements.
- The communication of messaging through digital channels, and stakeholder engagement platforms as required.
- Maintaining an appreciation of other services, initiatives and projects being led by Austroads which may influence, or be influenced by, the program.
- Designing and executing change management plans aligned with program milestones and stakeholder impacts.
- Conducting change impact assessments and readiness evaluations across jurisdictions and stakeholder groups.
- Monitoring and reporting on change effectiveness and stakeholder feedback.
- Building and maintaining strong relationships with over 10 external stakeholder types, including government agencies, industry partners, and community groups.
- Facilitating stakeholder workshops, briefings, and feedback sessions.
- Acting as a key liaison between program teams and external stakeholders to ensure alignment and responsiveness.
- Supporting program governance by preparing communication and change updates for steering committees and executive forums.
- Tracking and reporting on communication and change KPIs, risks, and issues.
- Contributing to continuous improvement, identifying ways to enhance value for our members and the public.
- Maintaining and adhere to Quality Systems processes and procedures associated with the role.
- Other duties as directed.

Key Stakeholder Interfaces

Internal

- General Manager, New Programs and Services
- Digital Trust Service team
- General Manager, Strategic Engagement and Performance
- Communications Manager
- Communications and Marketing team.

External

- Austroads Member Organisations
- Other government agencies
- Relying parties
- Contractors, consultants and service providers for DTS program

The Person

Qualifications, Knowledge, and Experience

The Communications and Change Manager will possess:

- Proven experience in communications and change management within large-scale, multi-year programs.
- Strong stakeholder engagement skills, particularly with government and external partners.
- Excellent written and verbal communication skills, including the ability to simplify complex information and to tailor messaging to meet specific stakeholder needs.
- Familiarity with digital identity, data privacy, or technology transformation programs is highly desirable.
- Demonstrated ability to operate within a structured communications, branding and style framework.
- Change management and stakeholder certification (e.g., PROSCI, ADKAR, IAP2) is a plus.
- Highly proficient in the use of Microsoft Office applications including Word, Excel, PowerPoint and Outlook.
- High level of proficiency in Adobe Creative Suite and Acrobat to produce communications materials.
- Experience working with content management systems for websites and other communication applications would be highly regarded.

Personal Qualities

The incumbent will need to present a professional image and build a strong relationship across the enterprise. Specifically, the role requires:

- Strong interpersonal skills, including within and across project and operational teams.
- Well-developed relationship management, communication, consultation, and negotiation skills.
- Sound judgment, analytical and problem-solving skills.
- Comfort working in an environment which is constantly evolving.
- Commitment to ongoing professional development and learning.

Capability Profile

Flexibility and Adaptability	Adjusts approach in line with changing priorities. Is open to acquiring and developing skills and knowledge, adapts to new ways of working or organise work to deliver results.	Intermediate
Stakeholder Management	Identifies stakeholders impacted by decisions. Takes steps to keep interested parties engaged while managing expectations on outcomes.	Advanced
Stimulate Ideas and Innovation	Gathers insights and embraces new ideas and innovation to inform future practice	Intermediate
Critical Thinking and Problem Solving	Objectively analyses and evaluates available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.	Advanced
Data literacy	Utilises diverse data sources to improve the speed and quality of service delivery and decision-making processes	Intermediate
Project/ work delivery and management	Defines work activities required to deliver against outcomes intended, in line with agreed timeframes, resources, and ways of working. Understands and applies effective project planning, coordination and control methods.	Advanced
Drive accountability and outcomes	Is proactive and responsible for own actions to ensure desired organisational objectives are achieved.	Advanced
Knowledge management	Establishes mechanisms to record and share knowledge and experience to enable the retention and expansion of corporate knowledge.	Advanced
Working Collaboratively	Collaborates with others, demonstrating an understanding of their value to the organisation.	Advanced
Communicating with Impact	Uses various communication media to convey information, ideas, and insights in ways that maximises understanding of key messages. Possesses good written and verbal communication skills.	Advanced