



POSITION DESCRIPTION

Be part of our mission:

*To improve the lives of vulnerable people
by mobilising the power of humanity
and enhancing community resilience.*

To find out more about our kaupapa, and what we stand for, visit redcross.org.nz

Job Title: Change Manager – Digital Transformation Programme
Group: Organisational Services
Location: Wellington
Reports to: Digital Transformation Programme Manager
Position status: Fixed term to September 2028
Version date: November 2025

OUR PURPOSE

New Zealand Red Cross (NZRC) has always been about good people doing good things. We're part of the world's largest humanitarian network, helping vulnerable people and those affected by disaster and conflicts. We've been working in New Zealand for more than a century and today you'll find us lending a hand in communities throughout Aotearoa New Zealand – we're here for good.

DIVERSITY AND INCLUSION

We are committed to providing an environment where all people feel welcomed, valued and seen in their identities.

THE TREATY OF WAITANGI

New Zealand Red Cross is working towards understanding our obligations under the Te Tiriti o Waitangi principles. New Zealand Red Cross engagement with Te Tiriti o Waitangi is recognised as ethical best practice in relation to the application of the Red Cross Fundamental Principles and the desire of New Zealand Red Cross people to build meaningful relationships with Māori as tāngata whenua.

WHAT WE STAND FOR

The Red Cross Fundamental Principles guide all we do, whether we're helping people in New Zealand communities or providing urgent relief in an international disaster.

ABOUT THE GROUP

Organisational Services

The Organisational Services Group provides the infrastructure and support to enable New Zealand Red Cross to function efficiently. This includes oversight of Finance and Reporting, Risk, Legal, Property, Vehicles, Procurement, Security and Information Technology.

POSITION SUMMARY

The Change Manager – Digital Transformation Programme leads and supports the implementation of digital transformation programme change to ensure NZRC can effectively deliver on this programme that relates to its mission and Strategy 2030 goals. As part of this work, NZRC is embarking on a major programme of work to transform our digital systems and processes.

This role sits within the Digital Transformation Programme team in Organisational Services and will work closely with key stakeholders across the organisation to identify, assess, deliver and monitor change initiatives for the Digital Transformation Programme. It will deliver programme related change strategies and engagement and lead the implementation of system change within the programme to ensure it is well managed, integrated, and sustainable across all levels of the organisation and is delivered effectively.

Where there is capacity, this role will support the Project Management Office (PMO) in advising the Executive Leadership Team on sequencing and prioritisation of the organisation's Realising 2030 programme strategic change initiatives.

KEY RESPONSIBILITIES

Digital Transformation Programme Change

- Work with the Digital Transformation Programme Manager to incorporate best practice behavioural and process change strategies across the programme, focussing on people and process impacts.
- Drive the planning, development, and implementation of change initiatives across the Digital Transformation programme to ensure the success of the transformation and its deliverables.
- Develop cases for change across the programme and projects to articulate the vision, benefits and progress of transformation, including alignment to programme and organisational outcomes.
- Identify and engage key stakeholders (employees, members and volunteers) to build buy-in, trust and commitment to digital transformation-related change.
- Collaborate with project leads across the digital transformation programme to integrate change management principles and activities into overall project documentation.
- Identify training needs, develop key learning materials, guides and lead learning workshops in line with wider NZRC learning and development practices. Lead digital transformation change champion groups and guide super users to support implementation of programme-related change.

- Monitor the impact of programme change before, during and after implementation. Monitor and advise on change risk across all projects and the wider programme.
- Lead and develop handover material for teams and business as usual support to transfer knowledge and ensure smooth transitions.
- Monitor and review change outcomes including the development of robust benefits management plans and tracking.
- Monitor and identify any areas of resistance in or to the programme and provide additional support when needed.

Change Risk, Readiness and Impact Management

- Engage with the PMO, People Experience and Support and the broader organisation to create success measures for digital transformation programme change, ensuring adoption, utilisation and success programme targets.
- Identify potential organisational change risks, issues, or anticipated points of friction and develop specific mitigation and engagement plans.
- Work with the People and Capability and Communications teams to support leaders and teams in understanding and managing the people side of digital change, in line with wider communications and people management practices across the organisation.
- Ensure programme change initiatives are implemented with strong stakeholder communication and engagement.
- Ensure change approaches are in alignment with NZRC's mission, the Fundamental Principles and Strategy 2030.

Stakeholder and Communication Management

- Work with the Digital Transformation Programme Manager to support the development and articulation of the Digital Transformation Programme's identity that reflects the collective purpose, values and aspirations of the transformation journey.
- Facilitate collaboration and communication across business units, enabling services, and leadership teams to promote a shared sense of ownership and direction on the programme.
- Provide clear communication and insights on programme change progress, risks, and outcomes, working with the PMO to ensure consistent messaging and alignment between programme outcomes and organisational strategy.
- Work with the Communications, Marketing and Engagement team to develop and deliver change communication strategies and materials that support the Digital Transformation Programme's awareness, understanding, and effectively implementation.
- Conduct impact analysis, assess change readiness, and identify key stakeholders to support digital transformation change management activities.

Change management and approach

- Work closely with the PMO in the Office of the Secretary General to ensure the connection and alignment of strategic, operational and communication threads of the Digital Transformation Programme with other change programmes across the organisation.
- Identify interdependencies across initiatives to ensure a coherent approach and achievable pacing of organisational change within the programme.

- Develop a change management framework and templates for the Digital Transformation Programme that aligns with wider PMO and People Experience and Support templates and guidance.
- Develop a digital transformation change community of practice to champion best practice and the uplift of digital transformation change capability across the organisation.
- Design and deliver clear, inclusive, and accessible communication plans tailored to different audiences (e.g. employees, volunteers, leadership) in collaboration with the Communications team and in consultation with key stakeholders.
- Coordinate or support the development and delivery of programme-related training, coaching, and learning initiatives to enable adoption of new systems and ways of working in collaboration with the People and Capability team and PMO.

HEALTH SAFETY AND WELLBEING

- Proactively ensure your actions or omissions do not adversely affect the Health, Safety and Wellbeing (HSW) of yourself or others.
- Participate in HSW induction, training, programmes and activities.
- Follow all reasonable instructions to comply with HSW legislation and regulations.
- Follow NZRC HSW policies, standards and procedures.
- Do not undertake any activities you are not adequately trained for.
- Use designated personal protective equipment (PPE) for specific work activities.
- Report hazards/risks, incidents and near misses as soon as possible after the event.

RELATIONSHIPS

Internal

Digital Transformation Programme Manager
Project Management Office
Director Membership and Volunteering
Director People Experience and Support
Principal Advisor Learning and Organisational Development
Executive Leadership Team
Te Kōkota | Directors Plus
New Zealand Red Cross People

External

Stakeholders within the wider Red Cross Movement

EMPLOYEES REPORTING TO THIS ROLE

Direct

As required (TBC)

Indirect

As required (TBC)

PERSON SPECIFICATION

Knowledge

- Experience in a change management role, in complex programmes or operating environments, especially related to digital transformation activities.
- Advanced knowledge of organisational change management methodologies, frameworks, and best practice.
- Knowledge of digital transformation concepts, user adoption, and digital literacy development.
- Understanding of humanitarian or not-for-profit organisational dynamics and member-based structures.

- Demonstrated experience in developing, implementing, and tracking benefits management plans for transformation initiatives, including the ability to measure, report, and optimise the realisation of intended outcomes.

Qualifications and/or experience

- One or more relevant tertiary qualifications.
- Proven experience (**5+ years**) in change management roles supporting major technology or business transformation initiatives to deliver large scale or organisational-wide change.
- Formal qualification in change – (such as PROSCI, Lean) or relevant qualification.
- Experience in developing and executing change, communication, handover and training plans at organisational scale.

Skills and other attributes

- Strategic and analytical thinker with strong problem-solving skills.
- Collaborative leader with the ability to successfully work in a team and cross organisation working environment
- Solid understanding of how organisations and people adjust and resist to change.
- Excellent relationship management skills, with experience providing strategic advice to senior leaders.
- Excellent communication and facilitation skills to articulate the reason for change and the benefits it will bring. This includes ability to influence others and negotiate with stakeholders at all levels.
- Strong interpersonal skills with sensitivity to diverse communities, cultures, and volunteer environments.
- Ability to work within project teams and deliver within project timelines and milestones.
- Proven ability to lead, influence and inspire others, with both strategic vision and operational know-how.
- Enthusiasm for, and commitment to, the work of New Zealand Red Cross.

TRAVEL

The appointee may be required to undertake travel for this role.

DRIVER LICENCE

A current car driver licence is not required for this role.

DELEGATIONS

Financial: Nil

Employment: Nil

NOTE

This job description is not intended as an exhaustive list of duties and responsibilities. The job is expected to evolve and change, and New Zealand Red Cross may amend this job description after consultation with the job holder.