

CFMEU C&G National Office

Position Description

Job Title	Change Manager		
Reports To			
Division	National Office, C&G Division	Work Centre	Technology Services
Location	Melbourne		
Classification		Mode	Full time
Direct Reports	N/A	Date	August 2026

About the union

The Construction & General Division of the CFMEU is Australia's main trade union in the construction industry. The CFMEU is one of the most powerful voices for safety, wages, rights and fairness of construction workers, with the legal/industrial team playing a key role in enforcing the rights of union members.

The CFMEU's power comes from our members and is exercised fearlessly and responsibly. We are strong and lawful; and will not be distracted from our core purpose: the interests of our members. Our solidarity means the interests of the collective prevail over the interests of any one individual.

We are committed to acting strategically and investing in the education and development of our activists, our delegates and our members.

The National Office of the CFMEU Construction & General delivers high level services to the branches and members under the direction of the National Executive Officer of the Division.

We expect that if you work for the CFMEU, you are:

- passionate and committed to unionism
- driven by bringing your skills and professionalism to the task of delivering for members
- committed to being part of a respectful and welcoming workplace
- happy to work as a team, and to take directions from your manager or leader
- aware that you are responsible for your own behaviours and are aware of the impact you have on others.

You will also abide by the Union's Code of Conduct and Statement of Expectations.

The purpose of the role

The purpose of this role is to support the delivery of the CFMEU's digital transformation portfolio by coordinating and managing the people side of change across multiple concurrent initiatives over the next two years. This includes the Membership CRM, the Electronic Document and Records Management System (eDRMS), and the consolidation onto SharePoint as the national document and collaboration platform. Other initiatives including records management, AI policy and broader cloud uplift will run in parallel.

The Change Manager will work with national office and branches to support the delivery of these initiatives, helping staff adopt new systems, processes and ways of working. The role will coordinate change activities,

communications, training and engagement, focusing on building organisational capability and readiness for change.

Key Responsibilities

- Maintain a consolidated view of change impacts and activities across transformation initiatives, including what is changing, when it is occurring, and who will be affected.
- Assist in sequencing and coordinating communication, training and engagement activities to support consistent delivery and minimise change fatigue.
- Identify and escalate risks, dependencies, conflicts and change impacts.
- Support alignment of leadership messaging, change priorities and adoption expectations across transformation initiatives.
- Provide change insights and recommendations to leadership and governance forums.
- Develop and maintain change management frameworks, tools, templates and resources to support a consistent approach across the union.
- Build internal change capability through supporting and mentoring identified staff and promoting uptake of change tools and approaches.
- Support sponsors, the Administration and branch leadership to effectively lead, communicate and embed organisational change.
- Establish and monitor adoption and readiness measures, including training completion, engagement and system uptake, and provide reporting on outcomes.
- Identify and manage resistance to change through targeted engagement, coaching and mitigation strategies.
- Coordinate implementation, cutover and post-go-live support activities to promote adoption and a smooth transition to business-as-usual operations.

The position will at times need to perform duties outside of office hours and may on occasion require interstate travel.

Selection Criteria

Key Selection Criteria

- Demonstrated experience in organisational change management roles, preferably within a union, not-for-profit, government or complex multi-site or member-based organisation.
- Demonstrated ability to provide organisational change insights and advice to senior leaders, supporting alignment, decision-making and adoption of transformation outcomes.
- Demonstrated ability to manage competing priorities, meet deadlines and perform effectively in high-pressure environments.
- Strong interpersonal and communication skills (written and oral), with a demonstrated ability to build productive working relationships and liaise professionally with internal and external stakeholders, including across multiple branches.
- Demonstrated capacity to work collaboratively as part of a team while also using initiative and working independently when required.
- Experience working hands-on with systems or platforms (e.g. CRM, document management or similar), including contributing to process documentation, training materials or user support.
- Must be proficient with Microsoft Office, including Outlook, Excel and related programs.
- Formal change management accreditation (e.g. Prosci, APMG or equivalent) is desirable.
- Commitment to union values, including social justice, equity, and collective action.

The CFMEU is an equal opportunity employer. We value diversity and are committed to an inclusive environment. We value membership experience and experience in the construction industry.

Key Contacts

Key Internal Stakeholders: • National Executive Officer • Chief of Staff – National Office • Head of Technology • Senior Business Analyst • CRM working group • Technology staff - National Office • Technology staff - Branches • Head of Media & Communications • Head of Policy & Research • Head of Education • Branch Executive Officers • The Administration	External Stakeholders • External project manager • External vendors
Engagement Terms	
This is a two-year full-time consultant engagement aligned to the active phase of CFMEU's digital transformation portfolio. The engagement is expected to: • Cover the active design, build and go-live phases of the Membership CRM, eDRMS, SharePoint, AI (CoPilot), Learning Management System (LMS) and related initiatives across the two-year period. • Include the coaching of senior leaders and the build-out of internal organisational change capability across the full two years. • Include hands-on engagement with each platform implementation, branch-by-branch readiness work, and go-live support. A formal review will be conducted at the 24-month mark to assess whether to extend the engagement, or transition responsibility into a permanent internal change function.	