



Change Communications Manager

Sydney, New South Wales, Australia (Hybrid)

ASX: Powering Australia's financial markets

Why join the ASX?

When you join ASX, you're joining a company with a strong purpose – to power a stronger economic future by enabling a fair and dynamic marketplace for all.

In your new role, you'll be part of a leading global securities exchange with a strong brand. We are known for being a trusted market operator and an exciting data hub.

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We are more than a securities exchange!

The ASX team brings together talented people from a diverse range of disciplines.

We run critical market infrastructure, with 1 in 3 people employed within technology. Yet we have a unique complexity of roles across a range of disciplines such as operations, program delivery, financial products, investor engagement, risk and compliance.

We're proud of the diversity of our organisation and the culture of inclusion that all our people help to build every day. Our employee-led groups are known for celebrating cultural and religious events, championing LGBTIQ+ inclusion, inspiring giving and volunteering, promoting gender equality, and wellbeing. We are an Employer of Choice for Gender Equality (WGEA) and a member of the Champions of Change Coalition for the advancement of gender equality in Australia.

About the team:

The Enterprise Customer & Operations team (EC&O) enables ASX to improve customer experiences and interactions, deliver simplified processes and services, integrate delivery planning and capability and drive consistency of standards. The Enterprise Enablement team within EC&O is responsible for providing centres of excellence for enterprise wide functions including Delivery, Change Management, PMO, Process Improvement, Line 1 Risk and Vendor Management. This role manages the communications associated with improving the frameworks and processes for ASX to deliver predictable and reliable change.

What you will be doing:

The Enterprise Enablement team is developing a structured approach for implementing changes to the ASX delivery community. The Change Communications Manager will support this new change package mechanism which aligns to our strategic pillar of Great Fundamentals.

- > Manage communication planning for (and distribution of) monthly 'change packages' to the delivery community (~400 people)



- > Coordinate associated quarterly activities (i.e. Showcases and Q&A sessions)
- > Support Senior Change Manager with content development for each package (i.e. review and edit, simplify the complex, align to ASX Tone of Voice and update Confluence and SharePoint sites)
- > Monitor shared mailbox and maintain stakeholder distribution lists to ensure accurate delivery of information
- > Recommend and implement improvements to communications approach, choice of channels and feedback mechanisms including educating colleagues about good practice
- > Support other communication requirements for Enterprise Enablement (e.g. Vendor Management, Enterprise PMO and regulatory initiatives)

What you will bring:

- > Proven track record as a change communications practitioner within a complex corporate environment
- > Experience operating as part of an OCM practice/team within a program/project environment
- > Advanced written communication skills (i.e. can QA/edit the work of others to a high standard)
- > Demonstrated capability with PowerPoint, Confluence and SharePoint including visual design
- > Strong planning and organisational skills– able to prioritise and meet deadlines
- > Ability to apply agile principles/ways of working

Nice to have:

- > Financial services industry experience
- > Previous experience with or exposure to a 'change package' mechanism
- > Exposure to initiatives requiring regulatory oversight
- > Understanding of how an enterprise PMO operates
- > Demonstrated capability with designing/applying metrics to prove effectiveness of communications

We make hiring decisions based on your skills, capabilities and experience, and how you'll help us to live our values. We encourage you to apply even if you don't meet all the criteria of this role. If you need any adjustments during the application or interview process to help you present your best self, please let us know.

At ASX Group, our diverse workforce is essential to build and maintain a fair and dynamic marketplace. We support flexible working and offer hybrid working options. Even if our roles are advertised as full-time, we encourage you to apply if you are interested in part-time or other flexible working arrangements.

We will arrange for successful candidates to have background checks, including reference and police checks completed as part of the on-boarding process.

Recruitment Agencies: ASX does not accept any unsolicited agency resumes and will not be responsible for any fees related to unsolicited resumes.