WALES&WEST
UTILITIES

Job Title	Strategy and Change Manager
Department	Data and Digitalisation
Reports to	Head of Data
Grade	Grade 6
Purpose & Overview	The Strategy and Change Manager will ensure the successful delivery and continuous improvement of our Digitalisation Strategy. This role will be responsible for ensuring that the commitments outlined in our strategy are being actively worked towards and effectively tracked. The Strategy and Change Manager will play a critical role in updating and publishing the Digitalisation Strategy every two years, ensuring its alignment with business priorities, regulatory requirements, and stakeholder needs. Additionally, this role will be accountable for maintaining and updating the supporting Action Plan every six months, ensuring timely publication on the company's website. This individual will coordinate collaboration across all data and digitalisation functions, contribute to programme management and governance, and drive internal communications and change management activities. This role also carries high-level responsibility for defining and maintaining a catalogue of products and services that meet stakeholder needs. The Strategy and Change Manager will ensure that this catalogue remains up to date, oversee the development and evolution of a product and service roadmap, and coordinate with internal teams to create new products and services based on stakeholder insights.
Key Accountabilities	- Ensure the Digitalisation Strategy is updated every two years, aligning with evolving business needs and regulatory expectations, and published on the website. - Maintain and update the supporting Action Plan every six months, tracking the delivery of strategic commitments and ensuring publication on the website. - Lead on the programme management and governance activities, ensuring transparency in tracking and reporting progress against strategic objectives. - Foster collaboration across data and digitalisation teams, ensuring a unified approach to strategic initiatives and transformation efforts. - Lead internal communications and change management efforts, ensuring business stakeholders remain engaged and informed. - Define and maintain a comprehensive catalogue of products and services, ensuring these meet stakeholder

	needs and are regularly updated based on insights and feedback. • Establish and manage a roadmap for product and service evolution, ensuring evidence-based improvements and adjustments in response to stakeholder needs. • Engage with stakeholder feedback to drive continuous improvement, ensuring that data and digitalisation efforts are aligned with user needs and expectations. • Work closely with internal teams to oversee the development of new products and services that address emerging requirements. • Work closely with external bodies, including gas and electricity companies, Ofgem, National Energy System Operator (NESO) and other key stakeholders teams to oversee the development of new products and services that address emerging requirements.
Technical Know-How & Skills	• Proven experience in strategy development, programme management, and change management. • Strong background in digitalisation, data governance, or IT transformation within a complex or regulated environment. • Experience managing strategic roadmaps, action plans, and governance frameworks. • Strong analytical and problem-solving skills, with experience in evidence-based decision-making and road mapping. • Excellent communication skills, with experience in internal communications, stakeholder collaboration, and governance reporting. • Ability to coordinate cross-functional teams, fostering collaboration and ensuring alignment with strategic priorities. • Experience defining and maintaining product and service catalogues, ensuring structured updates based on stakeholder insights. • Knowledge of programme and project management methodologies, with experience overseeing multiple strategic initiatives simultaneously.
Qualifications	• Experience working in utilities, infrastructure, or regulated industries. • Certifications in Project Management, Change Management, or Digital Transformation (e.g., PRINCE2, Agile, PROSCI) would be advantageous. • Familiarity with data governance frameworks and digitalisation best practices.