

Position overview

Position title	Business Agility Coach
Business unit	People Culture Safety
Remuneration type	Total Rewards
Reports to	Head of Transformation and Change
Direct reports (role)	Nil
Locations(s) (Unitywater operates on Kabi Kabi, Jinibara and Turrbal country)	Flexible
Success profile	4.4 Project Management Success Profile
Delegation level	Level 4

Position purpose

The Business Agility Coach is a senior role within the Transformation and Change function that plays a pivotal role in helping Unitywater embrace agility as a mindset and way of working to mature our ‘think customer’ behaviours and delivery of value.

The role is a coach and facilitator, focusing on building skills and preparing teams to create the habits needed for the future-ready workplace. Fostering an environment and leading by example to help teams build the resilience, adaptability, and habits required to adopt new ways of working and enabling technologies is core to this role.

The position works hands-on with teams across Unitywater, encouraging cross collaboration, efficiency and simplicity of processes, coaching and enabling them to connect day-to-day work with strategic goals, continuously improve user experience and deliver value that aligns with our Strategic Ambition.

Position accountabilities

Key functions of the role include:

Future-Ready Team Development and Coaching

- Coach leaders and teams to build agility mindsets, resilience, and collaborative habits that support continuous learning and adaptation.
- Design and embed a pathway approach, practices and tools to equip teams to embrace and integrate new ways of working and emerging technologies with confidence and accountability.
- Design and deliver targeted interventions that strengthen future-of-work capabilities and technological readiness.
- Facilitate cross-team collaboration that aligns with Unitywater’s “Act as One Organisation” strategic theme and customer focus.

- Empower teams to see change as opportunity, fostering growth mindsets that thrive in evolving environments.

Agility and Adaptability Implementation

- Coach teams to build an agility mindset through experimentation, learning, and continuous improvement, introducing agile principles and practices where they add value to strengthen organisational agility and One Unitywater behaviours.
- Embed a value-led, systems thinking mindset to drive cross-team collaboration and focus teams on delivering customer outcomes.
- Facilitate and support teams to simplify processes and approaches to streamline work and embrace a continuous improvement and innovative mindset.
- Keep abreast of best practices and emerging trends in business agility to support Unitywater's continued maturity.

Strategic Alignment, Collaboration and Business Value

- Facilitate and coach Unitywater's enterprise planning approach to establish effective cadence, transparency, prioritisation, and decision making to support clarity, focus and progress to goals.
- Coach leaders (from Executive to front-line) and teams to connect their work to strategic goals and understand how their contribution delivers value for customers, community, and Unitywater.
- Develop and implement practices that help teams embed effective prioritisation and decision making and measures that help teams understand throughput and waste so that teams optimise value delivery.
- Facilitate and support teams to measure and improve value-focused outcomes through their daily work as well as aligned to strategic goals.
- Help teams measure and improve customer experience outcomes through their daily work.
- Collaborate with the Transformation and Change Branch and the wider People and Culture teams in developing value-led and adoption practices that enhance customer value.

Operational

- Support and role model the WH&S policies, procedures, and practices of Unitywater as amended from time to time.
- Participate in Unitywater safety audits and inspections to demonstrate visible safety leadership and participation.
- Such other relevant duties as required from time to time which would generally fall within the skill and knowledge requirements for this position.

Key relationships

Key working relationships internal and external to Unitywater are:

- Head of Transformation and Change
- Executive Manager, People Culture Safety
- People Culture Safety Senior leadership team
- Leaders across Unitywater (Executive to Front-line)

- Team members across Unitywater
- Transformation and Change team
- Culture and Capability team
- Learning and Development team
- Communications Team
- External expertise to support agility outcomes

Capability requirements

The requirements for the position are:

- Relevant and demonstrated experience in coaching and facilitating roles, leading and influencing others including direct leadership and senior leaders.
- Exceptional coaching and facilitation skills with ability to work directly with teams at all levels to build agile mindsets, resilience, and adaptability — beyond formal agile frameworks.
- Exceptional capability-building skills, able to create toolkits, learning experiences, and shared practice opportunities.
- Ability to connect strategy to day-to-day work and demonstrate how teams contribute to benefits realisation.
- Excellent communication and collaboration skills, with the ability to influence and build trust across diverse stakeholders.
- Strong ability to turn data into insights to help leaders and teams understand their work and inform practice and adoption maturity.
- Practical experience in product mindset, agile ways of working and frameworks with the ability to translate principles into what fits and adds value in a non-agile operating environment.
- Experience in leading and influencing others in a changing operating environment.
- Extensive experience in creating environments that embrace adaptive planning, continuous learning, and collaboration.
- Experience in utilities, infrastructure, government, or similarly regulated sectors desired.
- High level of proficiency with the Microsoft Office suite of products, particularly Word, Excel, Outlook, and PowerPoint, and a sound knowledge, or the ability to rapidly acquire a sound knowledge, of Unitywater specific information systems.
- Demonstrated ability to work independently, manage competing priorities, and thrive in an ambiguous or evolving environment.
- Current C Class Drivers Licence.

Within the context of the duties and accountabilities described above, the ideal applicant will be someone who is:

- A strategic thinker with strong practical execution skills.
- Collaborative and team-oriented, with a genuine passion for developing and coaching others.
- Resilient and adaptable in the face of change and ambiguity.

- Outcome-focused, pragmatic, and commercially aware.
- Authentic, credible, and trusted advisor to senior leaders.

One Unitywater Behaviours

The One Unitywater Behaviours define how we work together at Unitywater. They guide our everyday interactions, influence how we make decisions, drive us to achieve our strategy and help us to create our One Unitywater culture together.

Create the Future is about seeking to learn through new ideas and innovations, planning strategically, adapting to challenges and steering Unitywater towards a sustainable future.

Care Together is about fostering a culture of safety, collaboration, and customer-focused service. It's about creating a workplace where people feel valued, work inclusively and deliver outstanding outcomes for our customers.

Own It is about taking responsibility for our actions, being transparent and accountable, and striving for excellence in everything we do. It's about demonstrating integrity, welcoming feedback and ensuring we follow through on commitments.