

Job title: Communications and Change Specialist – ERP	
Classification: Band 7	Effective Date: 1 August 2023
Reports to: Coordinator Organisational Development and Culture	Tenure: 6 months

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

This position is responsible for delivering tailored and accessible communication and change activities that support staff to adopt Council's ERP corporate business applications across Human Capital Management (HCM), Learning, Finance and Procurement. As part of a cohesive and collaborative post go-live team, the role works closely with Functional Leads, SMEs and IT Support, to understand then shape targeted messaging and sustainable change initiatives, to ensure capable, confident and efficient use of Council's Oracle Cloud Fusion ERP and Magiq Cloud applications. Change will be managed in the context of continuous improvement and align with organisational change frameworks.

Key Responsibilities

Position Specific Responsibilities

- Provide communications and messaging deliverables to end users of Oracle Cloud Fusion ERP, HCM, Learning, Finance Procurement and Magiq Cloud.
 - Understand the core processes and activities associated with each of the modules.
 - Engage with stakeholders and end users to tailor communications that can be readily and widely understood by a diverse user base across broad-ranging employee cohorts
 - Liaise with Functional Leads on ERP support tickets and trends in consultation with functional team members across People and Culture and Finance to deliver timely, relevant communications and supportive change activities.
 - Lead centralised communication and where required cohort specific updates through different channels and information with users, including improvements, additional features and known issues.
 - Be aware of vendor upgrade schedules and ensure both functional teams and end users are sufficiently advised and prepared in advance of change.
 - Foster a self-help in the first instance mentality with multi-channel communication resources.
- Provide change support to ERP Functional Leads to ensure capable, confident and efficient use of Oracle Cloud Fusion ERP, HCM, Learning, Finance, Procurement and Magiq Cloud.
 - As part of the post go-live support team, engage with peers to align activities that progress a positive user experience and system efficiencies outcomes.

- Ensure project change activities are aligned and support the Issues and Actions work of Functional Leads and SMEs.
- Track, report and mitigate change issues.
- Employ well considered analytical approaches and conceptual thinking to support decision making, handling and communicating high level concepts and complexity.
- Maintain knowledge related to developments in the Oracle Cloud Fusion modules.
- Contribute to, review and help maintain support documentation for Oracle HCM

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Key Relationships

The position liaises with employees at all levels within the Organisation including, Executives, Managers and the user base across all employee cohorts including front-facing, outdoor, indoor and mobile workers.

The position is required to maintain a professional relationship with Government departments and agencies, MAV, other Municipalities, service providers, staff associations, suppliers and other local government networks for peer learning

Judgement and Decision Making

Exercise judgment and solve complex problems. Takes an innovative approach to independent and group decision making. The freedom to act is governed by objectives, policies and budgets with a regular reporting mechanism in place. Exercise loyalty, judgment and discretion regarding confidential issues.

Specialist Knowledge and Skills

Other Technical Skills

- Specialist knowledge of organisational change management best practice and frameworks
- An understanding of common Finance, Procurement, Human Capital Management (HCM) and Learning business processes
- Client focused coaching, support and relationship management skills providing fit for purpose learning and development advice and recommendations
- Familiarity and skills in applications of human centred design, learning experience design and/or instructional design highly regarded

Interpersonal

- Positive attitude, detail and customer oriented with good organisational ability
- Excellent verbal and written communication skills to enable effective communication and negotiation with all levels of management, employees and external vendors
- Strong customer service ethic and focus on service delivery
- Demonstrated ability to work flexibly, effectively and cooperatively as part of a team in demanding work environment
- Highly developed prioritisation, negotiation and consultation skills
- The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving

Technology

- Advanced skills in Microsoft Office applications
- Working knowledge of ERP, HR Information Systems and Learning Management Systems, for example Oracle modules

Certificates/Licences and Experience:

- A valid Victorian driver's licence
- Satisfactory National Criminal History Check
- Working with Children Check

Qualifications and Experience

- Relevant tertiary qualifications in Communications and/or Organisational Change Management (OCM) or related disciplines
- Experience working across a complex and diverse organisation with demonstrated success delivering effective outcomes with consideration to diversity and inclusion.

Notes and Comments

- The incumbent may be required to work from different locations within the municipality.
- The incumbent may be required to attend out of hours work meetings.

Key Selection Criteria

1. Tertiary qualifications in Communications and/or Organisational Change Management (OCM) or related disciplines.
2. Excellent written and verbal communication skills with the ability to produce high quality, actionable change plans and reports, and issue tailored communications to stakeholders and end users.
3. Demonstrated experience successfully developing, influencing and implementing change plans, preferably in the field of change management.
4. Demonstrated ability to work across multiple disciplines within a business to understand their business needs and align tailored change plans to support successful project outcomes.
5. Experience working successfully with change management in large complex organisations.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist to work at low levels.	NIL		
Hand/Arm Movement Tasks involve use of hand/arms	NIL		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	NIL		
Standing Tasks involve standing in an upright position	NIL		
Reaching Tasks involve reaching above head, and above and equal to shoulder height	NIL		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	NIL		
Lifting/Carrying Tasks involve raising, lowering, and moving objects from one level position to another	NIL		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	NIL		
Keyboard Duties Tasks involve sitting at workstation and using computer.	No	Daily keyboard duties	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	NIL		