

<b>Job title:</b> Coordinator Change Management	
<b>Classification:</b> SEO	<b>Effective Date:</b> 1 July 2023
<b>Reports to:</b> Manager Change & Continuous Improvement	<b>Tenure:</b> Temporary – until 30 June 2026

### 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

The position will be responsible for managing the organisational approach to change management and developing organisational change leadership. The intent of the portfolio is to support the organisation and leaders to make sustainable change which positively impacts on the community.

## Key Responsibilities

### *Position Specific Responsibilities*

- Manage and coordinate all transformation change management activities.
- Manage the organisational change management approach including the change management approach within WCC's project management framework. This includes developing, implementing, and leading organisational change policies and processes.
- Developing, implementing, and managing organisational change activities, policies, and processes.
- Coordinate the delivery of change management specialist partnering to Service Review Program and Technology Transformation Program.
- Support Executive Manager to coordinate the Transformation Steering Committee.
- Manage all Transformation Communications for staff, people leaders, ELT, SLT, Council and Community.
- Work collaboratively with the People & Culture Department to manage change expectations through and within our industrial frameworks (e.g., role design, capability development).
- Lead the Change Management business unit

### *Corporate Responsibilities*

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.

- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development, and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

### Accountability and Extent of Authority

**Budget:** The position is responsible for the Change Management Business Unit budget.

**Staff responsibility:** The position is responsible for the leadership of the Change Management Business Unit which includes a small team of 1-4 positions.

### Judgement and Decision Making

- The position is accountable to the Executive Manager Transformation and Manager Change & Continuous Improvement for organisational change management within predetermined cost, quality, and time constraints and subject to review.
- The position is accountable for the coordination of and reporting to the Transformation Steering Committee.
- The position has authority and freedom to act within established operational and budgetary guidelines and the provision of various Acts, regulations, codes, and City policies.
- The position has the authority to identify the need for and develop policy options.
- Decisions and actions taken in this position may have a substantial effect on the operational unit being managed or on the public perception of the wider organisation.
- The position is accountable for Transformation program communications and change management.

### Specialist Knowledge and Skills

#### Qualifications and Experience

- Relevant tertiary qualification in either change management, organisational psychology, or organisational development.
- Experience in a similar role managing organisational change management and transformational behaviour change.
- Experience and knowledge of how people go through change and how to successfully manage the change process.
- Experience leading a team.
- Experience working with People-Centred Implementation (PCI) is desirable.

- Experience with large-scale organisational change efforts and effectively planning and driving the communications plans. projects across a complex organisation.
- Acute business acumen and understanding of organisational issues and challenges, particularly as they may present in a Local Government organisation.
- Familiarity with project management approaches, tools, and phases of the project lifecycle.
- Demonstrated understanding of the long-term goals of the wider organisation, the legal, socio-economic, and political context in which it operates.
- Ensure key leaders understand their roles, responsibilities, and progress of the change process.
- Sound knowledge of budgeting and relevant accounting and financial procedure.
- Working with Children Check.

### Interpersonal Skills

- Demonstrated high level oral and written communication skills with the ability to communicate, negotiate and work collaboratively with a range of stakeholders.
- Demonstrated ability to negotiate with and influence stakeholders to achieve outcomes in a complex political environment.
- The ability to gain cooperation and assistance of stakeholders to discuss and resolve problems and identify solutions to new business problems.
- Highly developed influencing and negotiation skills.
- Provide regular updates and information as required and requested by the Program/Project Managers, Sponsors and Steering Committees.
- Resilience in challenging work environment with conflicting priorities and interests.

#### Key Relationships:

- The position liaises with management and staff at all levels up to and including the Chief Executive Officer and Executive Manager Transformation.
- The position provides advice on change management across all organisational service areas and initiatives.
- The position works closely with the Senior and Executive Leadership Teams and People Leaders to manage change.
- The position works closely in a trusted and collaborative relationship with the People & Culture Department to align change management approach with the employee experience and industrial processes.
- Where required liaise and communicate with external stakeholders.

### Management Skills

- The ability to provide leadership and guidance to others concerning change management and leading people through change.
- Experience leading teams to deliver work plans to achieve strategic objectives.
- Knowledge of and commitment to the principles of equal opportunity.
- The ability to provide leadership and guidance to staff under supervision and to develop and monitor performance objectives for staff.

### Key Selection Criteria

1. Experience in a similar role managing organisational change management and transformational behaviour change.
2. Demonstrated ability to influence stakeholders to achieve outcomes in a complex political environment.
3. Highly developed oral and written communication skills with the ability to communicate, negotiate and work collaboratively with a range of stakeholders to achieve targeted outcomes.
4. Experience leading cross-organisational collaboration to co-design, deliver and manage organisational change.
5. Experience working collaboratively with Human Resource professionals and/or people leaders to deliver organisational change within industrial frameworks/policies.

## Physical Requirements

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