

<b>Job title:</b> Change Manager – Technology Transformation	
<b>Classification:</b> Band 8	<b>Effective Date:</b> 1 July 2023
<b>Reports to:</b> Coordinator Change Management	<b>Tenure:</b> Temporary until 30 June 2027

### 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 commitment

## Goal Statement

The position will be responsible for create and implement end-to-end change management to support the successful implementation of Technology Transformation focussed projects.

## Key Responsibilities

### *Position Specific Responsibilities*

- Managing the end-to-end change management planning and delivery for specific change program(s)/project(s). This will include, but is not limited, to the following:
  - Contract with and coach project Sponsors to achieve change leadership excellence.
  - Coach and support people leaders as they support their teams through change.
  - Conduct change impact analyses, assess change readiness and identify key stakeholders.
  - Prepare reports required by the stakeholders and others as it relates to the change plan.
  - Create actionable deliverables across program/project learning, communications, involvement/engagement and reward and recognition plans.
  - Defining the plan for operationalising post-go-live support and transition back into the Organisational Technology department.
  - Identify, analyse, and prepare risk mitigation tactics.
  - Track and report on issues to Project Control Groups.
- Lead the development and execution of change implementation planning, including the provision of leadership to project teams in the execution of changes to systems and processes.

### *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, which 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

## Judgement and Decision Making

- The position also requires decision making based on an understanding and knowledge of Council's goals and objectives as they relate to behavioral change.
- Assess requests for support and carry out appropriate actions to complete tasks efficiently and to the required standard.
- Investigate and solve problems including selecting most appropriate response and know when to transfer responsibility.
- The position has the authority to identify the need for and develop policy options.
- 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.
- Accountable for the quality, quantity, and timeliness of their own work.

## Specialist Knowledge and Skills

### Qualifications/Certificates/Licences and Experience

- Relevant tertiary qualification in either change management, organisational psychology, or organisational development.
- Experience and knowledge of how people go through change and the change process.
- Experience collaborating with People-Centred Implementation (PCI) is desirable.
- Experience in a similar role as a change manager in technology or corporate change.
- 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.
- Excellent written and verbal communication skills with the ability to produce high quality reports and discussion papers and make formal presentations.
- Demonstrated understanding of the long-term goals of the wider organisation, the legal, socio-economic, and political context in which it operates.
- Sound knowledge of budgeting and relevant accounting and financial procedure.

- Working with Children Check.

### **Technology**

- High level of digital and technology literacy and experience.
- Must have experience in using O365 and SharePoint.
- Must have the ability to adapt quickly to and embrace modern technology.
- Must have experience in utilising available technology to communicate directly with impacted employees.

### **Interpersonal Skills**

- Demonstrated skills to lead motivate and develop employees in the pursuit of organisational goals.
- Demonstrated ability to build trusted working relationships with organisational Senior Leaders and peers.
- Demonstrated ability to negotiate with and influence stakeholders to achieve outcomes in a complex political environment.
- Excellent negotiation, influence, and persuasion skills with the ability to use discretion and judgment in a complex business and political environment.
- The ability to manage the conflicting requirements of different stakeholders to produce positive outcomes, and provide astute, confidential, and diplomatic specialist advice.
- Accepts criticism of own ideas and responds in a thoughtful and considered way.
- Ability to clearly articulate messages to a variety of audiences.
- Ability to establish and maintain strong relationships including with an identified group of change agents within the organisation.
- Forward looking, with an inclusive, integrated approach. Accepts changed priorities and decisions and works to make the most of them.
- A collaborator with outstanding stakeholder management skills, able to work collaboratively with and through others.

### **Key Relationships:**

- Provide regular updates and information as required and requested by the Program/Project Managers, Sponsors and Steering Committees.
- Ensure key leaders are informed of their roles, responsibilities, and progress of the change process being applied.
- Develops a strong collaborative relationship with Organisational Technology Department and People & Culture Department to deliver sustainable change.

- The incumbent consults with staff at all levels within the organisation including the Executive Leadership Team, Transformation Division, Organisational Technology Department, Senior Leadership Team, and project managers.
- Where required liaise and communicate with external stakeholders.

### Management Skills

- A relationship builder who strives to develop and maintain positive relationships within a political environment.
- A record of achievement and excellence in the field of change management.
- A strong conceptual and strategic thinker with excellent problem solving and decision-making abilities.
- A demonstrated ability to consider multiple perspectives and consider complex information within a multifaceted and complex changing environment.
- Demonstrated ability to motivate employees through organisational leaders and change agents to contribute to the successful benefits realisation of endorsed projects.
- Ability to make professional judgements and decisions critical to the program.

### Key Selection Criteria

1. Relevant tertiary qualification in either change management, organisational psychology, or organisational development.
2. Extensive experience in a similar role managing multiple change management projects across a complex matrix organisation.
3. Experience and knowledge of change management principles, methodologies, and tools. (Knowledge of People-Centred Implementation (PCI) desirable).
4. Ability to communicate (written and verbal) effectively at all levels of the organisation, including through reports and presentations, to achieve successful change outcomes. This includes drafting key messages and other internal communications collateral.
5. Ability to work cooperatively in a team environment and with minimal supervision to support the achievement of organisational and project goals and objectives.

## 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		
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 license	NIL		