

Role Statement

Role Title:	Chapter Leader – OCM	Level:	Senior Contract
Status:	People Leader		
Role Purpose:	This role is responsible for designing and delivering programs for end- users incorporating lasting change and increased maturity within ICT while ensuring alignment with the overall organisational change strategies.		

Minimum Role Accountabilities:

Accountabilities: *What I may be expected to do when I come to work in this role:*

- Leadership is a critical focus of this role, in line with the People Leader Performance Standards.
- Leads, coaches and mentors a team of professionals within ICT to guide and mature capability.
- Collaborates and partners with key ICT stakeholders to develop ICT change strategies that support both organisational and ICT specific programs.
- Develops and drives key stakeholder relationships to advance a central ICT program view through linking and aligning stakeholders and deliverables.
- Oversee and manage the change management deliverable and activities across the full portfolio of ICT led projects and programs including end-user impacts.
- Collaboratively engages with leaders to forecast future demand for resources in teams, provide feedback and changes to utilisation, and manage knowledge and skills transitions across teams.
- Establish and produce consistent change management methodologies and approach for ICT led projects that meets requirements and incorporates the end user experience.
- Prepares and formulates with key stakeholders to develop channels, forums and materials to communicate and engage end users about technology initiatives being delivered and seek feedback.
- Generate and foster stakeholder engagement, the end user experience and potential impacts on the customer through incorporating implementation of tools, monitoring feedback and promoting continuous improvement.
- Designs and orchestrates internal communications across ICT informing of changes and impacts and assistance for people to manage this change.

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Minimum Occupational Capability Requirements:

Essential: *the Knowledge, Skills, Accreditations, Licencing and/or Authorisations, you must have in this role to be safe and effective:*

- Tertiary qualifications in Change Management or equivalent experience in a similar position.
- Advanced computer literacy in Microsoft Office and Systems.
- Proven experience in developing and leading change/transformation for people and major technology programs across a large complex organisation.
- Prior experience in resource management including demand and supply forecasting.
- Extensive experience in developing and delivering full end-to-end change management life cycle, from change strategy development through to change adoption success measurement.
- Recognised analytical, problem solving and decision-making skills and the ability to develop and apply creative and practical risk mitigation solutions.
- Strong organisation, prioritisation and time management skills.
- Established interpersonal skills and experience in dealing with a variety of internal and external stakeholders.
- Highly evident communication skills both written and oral with a customer focus for service delivery.

Elective: *may be required in this role but not all in this role may need it:*

- Tertiary qualifications in related discipline including Computer Science, IT or Business or equivalent discipline.
- Demonstrated understanding and experience in the Change Management Methodology.
- Experience working across a portfolio of programs and/or within a CMO/PMO function.
- Prior experience with ITIL frameworks and Information Technology processes.