

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Organisational Change Lead
Position Number	004881
Business Unit	Project Management Office
Branch / Section	Technology and Innovation
Location	South
Immediate Supervisor	Manager, Project Management Office
Award	Tasmanian State Service Award
Employment Conditions	2-years Fixed-Term, Full-Time, Flexible
Classification	Band 7

Focus:

Develop and deliver advice, support and guidance in the pragmatic application of organisational change management practices for complex technology focused projects within the PMO's portfolio of delivery.

Primary Duties:

- Provide expert guidance and advice in organisational change management activities and approaches to best support the outcomes of emergency service focused projects.
 - Support, guide and assist business representatives and subject matter experts in the practical and pragmatic application of organisational change management.
 - Assist and support business representatives in the delivery of organisational change activities across multiple projects.
 - Develop and manage organisational change management and readiness products including: Change Impact Assessments, Change Strategy and associated plans, Learning plan, Communications Plan
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- Lead all business change elements including: change material development; end user communication and engagement; learning delivery to ensure successful adoption and sustainment of solution.
- Develop and manage the planning and facilitation of stakeholder consultation and engagement activities and workshops to ensure effective outcomes are achieved.
- Define and manage benefits metrics, baseline and realisation approach;
- Undertake project related impact assessments and develop measurable strategies to reduce impact and maximise engagement of change across various stakeholder groups.
- Provide high-level and authoritative advice and guidance on emerging organisational change related issues and risks including the identification and management of anticipated resistance.
- Define and measure change success metrics and regularly monitor change progress against stakeholder expectations, strategic directions and program deliverables.

Scope of Work:

Responsible for the oversight, support, mentoring and delivery of Change management strategies and plans to support a diverse range of projects being undertaken by the Project Management Office.

This role will include the mentoring and development of resources in Change Management principles and practice.

Direction and Supervision:

This position is expected to operate with considerable autonomy on a day-to-day basis, determining priorities and approach for ensuring good Change management practice is adhered to across the projects of the Project Management Office. The successful candidate is accountable to the Manager Project Management Office who provides broad direction and regular review. Project specific direction is provided by the relevant Project Director.

Selection Criteria:

1. Significant experience in the field of change management with a demonstrated understanding of contemporary change management methodologies, including identifying, planning, co-creating, managing and influencing change strategies and initiatives as well as managing and supporting others through change at a strategic level.
2. Demonstrated experience, initiative, flexibility and creativity in effectively developing and managing Change strategies and plans, and their relationship to communication and training activities, within a complex project environments.
3. Strong interpersonal skills that build and maintain positive partnerships through consultation, negotiation, networking and advocacy with a diverse stakeholder group and exceptional communication skills, both oral and written, and the ability to clearly articulate messages to a wide variety of audiences.
4. High-level knowledge, understanding and experience in workforce transition with the demonstrated skill in providing expert advice on complex issues of strategic and/or political or community significance.
5. Demonstrated experience in embedding change in a post go-live environment and benefits management including identification, mapping, analysis and tracking of business changes, business ownership and project benefits realisation.
6. High-level demonstrated capability to lead strategic stakeholder discussions around change management and industrial issues and the ability to forecast and develop appropriate strategies to resolve complex issues that may arise.

Qualifications and Experience:

Desirable:

- Experience in a similar role operating at a senior level, leading a change initiative within a complex government environment.
- Relevant tertiary qualifications, in Change Management, Human Resources or Communications, and/or extensive experience and achievement in a similar senior role.
- Change Management Certification and/or other relevant accreditation (CMBOK, ACMM, ACMP, IAP2) and familiarity with various project management approaches (Prince2, Agile etc.), tools.

Essential Requirements:

Pre-Employment Checks

The Head of the State Service has determined that a person nominated for appointment to this position is to satisfy a pre-employment check before taking up the appointment, promotion or transfer. Any relevant serious criminal offence or repeated serious offences over any period, which are not mitigated by additional information, may provide grounds for declining an application for appointment. Such offences would include, but are not limited to:

- Arson and fire setting;
- Sexual offences;
- Dishonesty (e.g. theft, burglary, breaking and entering, fraud);
- Deception (e.g. obtaining an advantage by deception);
- Making false declarations;
- Violent crimes and crimes against the person;
- Malicious damage and destruction to property
- Trafficking of narcotic substance;
- False alarm raising.

Code of Conduct:

The State Service Code of Conduct, which is contained in Section 9 of the *State Service Act 2000* (the Act), reinforces and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including the person undertaking these duties, senior officers and Heads of Agency.

Environment and Conditions:

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the *State Service Act 2000*. It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM works to make our community safe through the provision of a range of different emergency services, and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

DPFEM is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of DPFEM enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

DPFEM does not tolerate violence, especially violence against women and children.

The working environment is largely office based, however intra-state travel may be required. During emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident.

Employees can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

Approved

F NOVY
MANAGER, EMPLOYMENT AND ADVISORY SERVICES
BUSINESS AND EXECUTIVE SERVICES

Date: