

Change Analyst

Role data

Position no.	E12158	Work Area Profile	Transformation Program
Work Level Classification	Level 7	Directorate/Business Unit	Strategy & Policy
Reports to (role)	National Manager, Business Transformation (Operational Readiness)	Location	Flexible
No. direct reports	Nil	No. of indirect reports	Nil
Version date	September 2021	Tenure	Fixed Term 12-month initial

Work Area

Ahpra's overall mission is to protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare for all the community. Website: www.ahpra.gov.au.

To be developed in partnership with National Boards, Ahpra's transformation program is a multiyear business led program of work to realise a future state experience for our staff and wide range of stakeholders, enabled by new business technologies. Through transformation we will:

- make it easier for people to do their work
- make it easier for people to work and interact with us
- capture the data we need to improve our regulatory and business intelligence, and research capabilities, and
- 'future proof' Ahpra with new systems and tools.

Role purpose

Reporting to the National Manager, Business Transformation (Operational Readiness), the Change analyst will be part of the program's core change team working with people across Ahpra to support the successful delivery of the program and realisation of Ahpra's transformation benefits and relevant strategic objectives.

The role will be working in a nationally dispersed primarily virtual context. By modelling Ahpra's values and applying best practice change principles and innovative change approaches, the Change analyst will manage and undertake core change activities including impact assessment and analysis, development, documentation and implementation of change plans to ensure business change readiness and optimisation of benefits. The role will work closely with teams within the program and across Ahpra to build a cumulative view of change impact from the program.

With a focus on building trust and engagement for a sustained period of change, you will work with people managers and their teams so they can connect with vision for, and engagement with the program.

As a member of the change team you will help keep the Transformation program (the program) change strategy relevant and responsive and help build Ahpra's internal change capability.

Key Accountabilities

- Collaborate and engage with relevant teams across Ahpra, facilitate workshops and engagement sessions to building trust and support people in the change process and activities associated with the program change strategy.
- Manage change activities across a range of program initiatives and project lifecycle including stakeholder and staff impact assessment, gap analysis, and training needs analysis, translating these into relevant change plans consistent with the program change strategy.
- Define and integrate relevant data sources and metrics into change activities and reporting to inform effectiveness of change activities and ongoing quality improvement.
- Implement and analyse post implementation feedback mechanisms to monitor people's adaptation to and acceptance of changes, adjusting change plans as required and reporting any risks and issues arising that may compromise benefit realisation and project objectives.
- Provide expert, stakeholder and evidence informed advice and reports to the program leadership team, relevant governance and project groups on change related activity including real and emerging risks and issues and appropriate mitigation strategies.
- Work with all relevant Ahpra function leads and people managers to support them, and equip them with the right information and advice, so they can provide a clear vision and confidence in change leadership.
- Establish and support a Change Champion network to build engagement, enthusiasm, and provide local role-modelling of future state thinking and implementation of change plans, and feedback on how people are feeling and adapting to the changes.
- Apply and provide feedback on Ahpra's Change@Ahpra framework and tool kit to build Ahpra's internal change capability and confidence in managing change.
- Other duties as directed by the National Manager, Business Transformation (Operational Readiness).
- Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants. This means to:
 - Take reasonable care for own and others' health, safety and wellbeing
 - Adhere to AHPRA's workplace health, safety and wellbeing policies and procedures

Capabilities for the role

The Ahpra [Capability Framework](#) applies to all Ahpra employees. Below is the complete list of capabilities and proficiency level required for this position.

Values	Capabilities	Proficiency level
Service	Commits to customer service	Intermediate
	Displays leadership	Intermediate
	Generates and delivers the strategic vision	Intermediate

Values	Capabilities	Proficiency level
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Foundation
Collaboration	Builds constructive working relationships	Advanced
	Communicates effectively	Advanced
Achievement	Demonstrates accountability in delivering results	Advanced
	Uses information and technology systems	Intermediate
	Displays personal drive and integrity	Advanced

Qualifications/Experience	Required
Qualifications	<ul style="list-style-type: none"> • Postgraduate or second degrees in relevant areas and/or relevant equivalent experience • Training or certification in one or more project and change management methodologies or equivalent experience (preferred)
Experience	<ul style="list-style-type: none"> • Proven change leadership and management experience within complex organisational environments and structures • Solid track record supporting the design and development, delivery and management of change, training and communication artefacts within projects • Experience in using a variety of change management artefacts, principles, methodologies and tools • Experience and understanding of change data and preparing business readiness with strong user experience focus • Excellent verbal and written communication skills and ability to effectively manage, inform and influence all levels of employees and senior leadership teams • Well-developed interpersonal, consulting and negotiating skills including the ability to liaise and provide advice • Demonstrated problem solving and root cause identification skills. • Demonstrated analytical reasoning, interpretation and evaluation of complex information, with the ability to exercise judgment and resolve issues independently • Ability to manage competing stakeholder priorities in a fast paced and complex environment

Key relationships

Internal Relationships	External Relationships (as relevant)
Function leads and their leadership teams	Program vendors
Ahpra staff	External training providers
Change champion network	
Relevant directorate change leads/ liaisons	
Program team	
Ahpra communications	
Ahpra people and culture directorate	
Executive Officers	