

Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY



POSITION TITLE:	Change Analyst
POSITION NUMBER:	4970
DIVISION:	Transformation Office
DEPARTMENT:	Change
CLASSIFICATION:	Band 7
REPORTS TO:	Senior Change Lead
DIRECTLY MANAGES:	N/A
INTERNAL LIAISONS:	Staff at all levels of the organisation.
EXTERNAL LIAISONS:	Vendors, contractors, consultants, industry and government bodies.
DATE:	November 2023

POSITION OBJECTIVES:

The Change Analyst is responsible for supporting the Change business unit on an enterprise wide transformation journey.

This role will manage key change activities including impact and readiness assessments, current to future state gap analysis, training needs and organisation wide stakeholder analysis including the analysis, documenting and reporting of information and data.

This position will utilise a range of change and project management tools and methodologies to successfully manage change analyst activities to support multiple inter-dependant and competing organisation wide programs and projects of work.

POSITION RESPONSIBILITIES:

Key Responsibilities:

1. Conduct and manage impact and readiness assessments to inform change management plans to deliver successful program outcomes
2. Manage a master stakeholder register to identify risks and inform coordinated communication and engagement plans.
3. Develop and coordinate presentations and materials to support, inform and educate key stakeholders about key change activities
4. Administrate and coordinate key change activities for the program including training planning and scheduling
5. Provide timely communications, escalations and recommendations to key senior stakeholders.
6. Manage and prepare training needs analysis and plans to help achieve the desired future state.
7. Manage, monitor and report on feedback loops such as lessons learnt, pulse checks and post implementation reviews.
8. Support the communications process by contributing to design and planning of change related communications narratives and material
9. Role model and promote Council Values in all aspects of duty.

10. Adhere to all Council's policies and procedures relevant to this position and carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

CHILD SAFE:

City of Greater Geelong is committed to being a child safe organisation and has zero tolerance for child abuse. The focus of our work is on children under the age of 18. We recognise our legal and moral responsibilities in keeping children and young people safe from harm and promoting their best interests. We have specific policies, procedures and training in place to support employees, volunteers and contractors to achieve these commitments. We create environments where all children have a voice and are listened to, their views are respected and they contribute to how we plan for, design and develop our services and activities.

We are committed to:

1. Preventing child abuse occurring within our services, programs and facilities.
2. Creating an organisational culture of child safety.
3. Setting clear expectations of employees, volunteers and contractors as to what is required to keep children safe.
4. Ensuring employees, volunteers, contractors are clear about their responsibilities when they suspect abuse of a child.
5. Ensuring all suspected abuse is reported and fully investigated.

DIVERSITY AND INCLUSION:

City of Greater Geelong recognises the value of the diversity and strength of Aboriginal and Torres Strait Islander cultures to the heritage of all Australians and encourages Aboriginal and Torres Strait Islander people to apply.

KEY SELECTION CRITERIA:

Qualifications:

1. Degree with relevant experience plus post graduate qualifications or qualifications/experience in another field or lesser formal qualifications with extensive and diverse experience in the field of change management.

Essential:

2. Demonstrated experience as a change analyst in organisation wide transformation programs in a complex environment involving interdependent and competing programs and projects.
3. Demonstrated experience in successful major workplace change projects involving process re-engineering, system implementation, target operating models and / or service redesign.
4. Well-developed written and verbal communication skills demonstrating the ability to effectively communicate and build cooperative working relationships at all levels of an organization.
5. Well-developed conceptual, analytical and problem-solving skills demonstrated in large change programs within a complex and/or challenging environment
6. Effective team member skills to support and contribute to an environment of high-functioning, productive and engaged teams.

Desirable:

7. Experience in developing and delivering training materials
8. Change management certification such as Prosci (ADKAR)
9. Relevant experience in local government or a similar sector.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- This position is directly accountable and responsible for the successful delivery of Change Analyst services and provision of timely and professional advice with respect to the identified programs of work.
- Effectively and efficiently manage activities under direction from the Manager, Change in line with broad goals, policies, procedures and budget with periodic reviews.
- Responsible for ensuring that all relevant legislation, policies and statutory requirements are met and taken into consideration in making or recommending a decision or providing advice.
- Prepare and present reports, options and recommendations to Senior Officers, Steering and Governance Committees where required.
- Recommendations, advice and decisions may be subject to review by more senior officers.
- Make a positive contribution to the operation and success of Transformation Projects as a whole.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- This position requires the use of judgement and decision making in a range of complex areas that is subject to a wide range of management, operational and political dynamics.
- The role requires introduction and adoption of new policies, processes, methods and approaches across the organisation.
- The position requires problem solving to address complex issues, using creativity and initiative.
- Responsible for using high level decision making skills and exercising considerable judgement, often in sensitive political environments.
- Authority to make decisions on matters regarding day to day management change analyst activities, however decisions of a politically sensitive nature must be referred to the Manager.
- Guidance may be sought from peers external to the organisation in some circumstances.
- As a member of a professional specialist team, the judgements and decisions made have a potential to influence overall performance of the Office, overall Organisation and to impact on the wider community.
- Exercise loyalty, demonstrate good judgement and be discrete regarding confidential issues.

SPECIALIST SKILLS AND KNOWLEDGE:

- High competency as a change analyst in organisation wide transformation programs in a complex environment involving interdependent and competing programs and projects.
- Ability to positively affect the delivery of successful major workplace change projects involving process re-engineering, system implementation, target operating models and / or service redesign.

- Highly developed conceptual, analytical and problem-solving skills in large change programs working with complex and/or challenging internal and external stakeholders.
- Ability to write comprehensive plans, reports and recommendations for senior management.
- Advanced skills in word-processing, database and spreadsheet software involving data and information analysis.

MANAGEMENT SKILLS:

- Coordinate input and recommendations from program and projects managers, specialist resources and subject matter experts across matrix and vendor project teams to achieve agreed outcomes.
- Ability to initiate, implement and respond positively to changes in the work environment and/or parameters of a specific project.
- Efficient and effective planning and use of own time as well as that of other members of a matrix team including the setting of priorities to achieve specific and set objectives with the resources available and within set time frames despite conflicting pressures.
- Effectively respond to the diverse internal and external environment in which Council manages its services.

INTERPERSONAL SKILLS:

- Positive and enthusiastic attitude, flexible and adaptable approach to work and ability to respond to changing demands.
- Self-motivated and outcome-focused, embracing and promoting change.
- Ability to clearly, concisely and convincingly communicate information and advice in both a written and verbal form to different audiences.
- Ability to gain cooperation and assistance from others and establish a rapport across all levels of the organisation.
- Ability to negotiate and influence in an environment that is often complex and ambiguous to achieve objectives.
- Contribute to a cooperative and healthy performance centred work environment.
- The ability to liaise with counterparts within the industry, other councils and all levels of council staff including councillors to exchange views and resolve problems.

ADDITIONAL INFORMATION:

- This position will be required to occasionally work at locations across the organisation.