

Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY



POSITION TITLE:	Senior Change Lead
POSITION NUMBER:	5642
DIRECTORATE:	Corporate Services
DEPARTMENT:	Transformation Office
CLASSIFICATION:	SPL1
REPORTS TO:	Manager, Change
DIRECTLY MANAGES:	Change Analysts
KEY STAKEHOLDERS:	ELT, SLT and Staff at all levels of the organisation
DATE:	17/09/2024

POSITION SUMMARY:

Reporting to the Manager Change, the Senior Change Lead position is responsible for leading the Change deliverables for key strategic initiatives being led by the Transformation Office. The Senior Change Lead is a senior member of the Transformation Office and will be responsible for leading a team of Change Analysts while developing and delivering high quality, fit for purpose and effective change management strategies to influence the successful implementation of multiple strategic projects of work across the Transformation Portfolio. This role is critical in supporting a people centric approach to the effective and seamless implementation of the project's deliverables and benefits realization. The Senior Change Lead will partner with other leaders within the Transformation Office, Project Managers and key stakeholders across the organisation to identify the need for and deliver change support.

The Change team is responsible for governing, structuring, and implementing change initiatives ensuring organisational sustainability by monitoring and advising on the scale of and organisational readiness for change. The Senior Change Lead will effectively plan and manage change activities within their portfolio of work operating to a consistent approach to change management, standards of accreditation and skill across projects at the City, to build and mature change management capability at the City.

ABOUT US:

The Corporate Services Directorate provides strong partnership to the organisation through seamless internal service delivery to enable achievement of the value proposition of being the highest-performing and best local government organisation to work for. The Transformation Office is the strategic planning hub of the business dedicated to formulating and facilitating the required work for the organisation to achieve its strategic priorities and improve performance. We leverage our expertise in Organisation Planning & Performance, Change Management, Strategy & Effectiveness and Project Management to enable transformation. The Transformation Office collaborates closely with stakeholders from all directorates across the City of Greater Geelong (City), to ensure a seamless and systemic transformation journey.

Visit our website to read about the [City of Greater Geelong](#), [our values](#), and [our vision and strategy](#).

KEY POSITION RESPONSIBILITIES:

People & Organisational Leadership

- Develop team capabilities to meet the requirements of its future strategic goals.
- Motivate and provide strong operational leadership to the team by fostering an inclusive, customer focused and accountable culture.
- Lead change initiatives, act as a role model through self-awareness, resilience, inclusion, encouraging cross-functional teamwork and collaborations.
- Manage and coach a team of professionals ensuring that they feel valued, have the necessary resources and support to succeed and develop in their roles.
- Maintain appropriate organisational structures and communication channels to ensure staff are engaged, committed and results oriented.
- Provide advice and guidance to the team as a subject matter expert and uplift capabilities of the team by undertaking regular training, coaching, and mentoring.
- Guiding the team to proactively address problems and initiate changes in response to the cues in the external environment.
- Provide advice and guidance to leaders, including project and program leadership, on the change progress, observations and risks associated with the transition to a new way of working.

Organising Resources & Planning

- Regularly track and report on performance against departmental goals.
- Encourage the use of the appropriate systems and processes, and ensure that organisational policies, governance mechanisms, professional standards and regulations are adhered to across all activities.
- Foster a culture of continuous improvement and quality outcomes, to motivate staff to deliver timely quality service to our customers and community and implement best practices to proactively improve their experience.
- Adopt a proactive risk management approach to ensure risks are identified, quantified, controlled, and reported so that our people, contractors, and the community are protected.
- Provide professional and best practice change management advice or solutions with various stakeholders according to the Business Plan, the City's interests, legislation, policy, and statutory requirements.
- Work closely with Program and Project Managers and People & Culture on ensuring Business Readiness activities are planned, actioned and monitored.

Specialist Work

- Lead a customer first and best practices approach in the team to address challenges in delivering services to City's customers and community.
 - Engage and build strategic networks and partnerships with key stakeholders internally and throughout the industry to drive collaboration.
 - Manage and balance the needs of key stakeholders to ensure department priorities are met and the services provided to customers by the team meet customer expectations.
 - Provide subject matter or expert advice to the Directorate, ELT and other leaders across the organisation.
 - Lead the planning and execution of change management activities to support implementation of strategic initiatives across the organisation
 - Develop, integrate and implement contemporary and best practice change management strategies plans in collaboration with Project Leadership and Sponsors, to identify and respond to change impacts, build change resilience and optimise business readiness.
 - Work collaboratively with the project team, People & Culture team, leaders, teams, and change champions to socialise, integrate and embed changes.
 - Plan, develop and implement targeted communication and engagement strategies to ensure all stakeholders are informed, understand and embrace the change.
-

- Facilitate and coach leaders to lead change, in the planning of conversations, delivery of information sessions, presentations and other project change and communication activities
- Prepare reports, briefings and presentations to support and influence stakeholders to achieve project objectives and provide successful transition for teams and individuals
- Lead and manage key change training deliverables including training needs analysis, training planning and the design and development of training activities in line with adult learning principles and in partnership with the internal Learning & Development team to enable the successful implementation of change initiatives.
- Provide progress reports to Manager Change, Chief Transformation Officer, Project Managers, Executive Team, Senior Leaders and any relevant project governance bodies.
- Design, implement and manage change management processes in a unionized environment with close consideration on the industrial obligations set out in the Enterprise Agreement and associated complexities.
- Lead the engagement of the ELT and SLT for all relevant Transformation Office-led projects to raise awareness, gain leadership support, and to promote collaboration.

The above information is graphically depicted in the **Position Balance** graph below. It shows the approximate degree of time one may require dedicating towards people leadership, organising resources/ planning and specialist work. The time horizon indicates the timeframes the important tasks in this job may take to create an impact on the organisation indicating the level of strategic thinking and impact.

People & Organisational Leadership 35 – 55%	Organising Resources & Planning 20 – 40 %	Specialist Work 15 – 30%
Time Horizon 2 – 5 years		

KEY SELECTION CRITERIA:

We embrace diversity and encourage applicants to apply, even if they don't meet all the essential criteria. We value different experiences, unique skills and believe in providing opportunities for growth.

REQUIRED	DESIRABLE
Education and Experience	
<ul style="list-style-type: none"> • A tertiary qualification in Human Resources, Commerce/Business, Organisation Psychology or a similar field and significant professional experience in a senior change management position in a comparable organization. • Demonstrated leadership experience. 	<ul style="list-style-type: none"> • Certified in a Change Management methodology (Prosci preferred)
Skills and Knowledge	
<ul style="list-style-type: none"> • Demonstrated people management skills to support, influence and foster a productive team culture. • Well-developed problem solving and stakeholder management skills with the ability to build cooperation and partnerships. 	<ul style="list-style-type: none"> • Demonstrated ability to contribute to an organisation at both the strategic and operational level. • Demonstrated commercial acumen and ability to apply commercial savviness to decision making.

REQUIRED	DESIRABLE
<ul style="list-style-type: none"> • Demonstrated skills in business planning and management, and complex reporting in accordance with strategic goals and KPIs. • Proven ability in providing advice and coaching to leaders, including project and program leadership, on the change progress, observations and risks associated. • Demonstrated experience in developing and delivering change management, communication, and engagement strategies within large-scale and complex project/program environments. • Knowledge of contemporary, best practice change management, change communication and stakeholder engagement frameworks and methodologies. • Knowledge of, or ability to, quickly develop a strong understanding of the business and business changes resulting from the implementation of a significant transformation initiative. • Demonstrated ability to work in partnership with the business and project team to deliver informed, tailored and strategic change and communication products. • Proven high level of written communication and facilitation skills, with experience creating a range of collateral, from online content to presentations and reports to influence stakeholders and achieve support for department outcomes. 	<ul style="list-style-type: none"> • Ability to advocate, build and maintain industry networks and partnerships.
Licenses or Checks	
<ul style="list-style-type: none"> • Working with Children Check • Police Check 	

APPENDIX 1: ADDITIONAL GENERAL INFORMATION:

General Expectations

- Behave according to the City's values and expectations.
- Behave according to the City's Leadership capability framework which specifies the behaviours for being an effective people leader.
- Adhere to the Council's policies and procedures and carry out duties as deemed reasonable and relevant to this position.
- Understand and adhere to relevant Delegations and Regulations applicable to this role.
- Participate in building ethical organisational culture, by preventing, detecting and reporting fraud and corruption.

Child Safety Responsibilities:

We are committed to being a child-safe organisation and have zero-tolerance for child abuse. We have specific policies, procedures, and mandatory training in place to support employees, volunteers, and contractors to achieve and adhere to these commitments. Please read our [Child Safe Standards Management Policy](#).

Diversity and Inclusion

At the City we want a workforce that reflects the community we live in. We welcome and embrace everyone, all people with their own unique experiences, and support and encourage all our employees to do their best work, have equal access to opportunities and a just working environment. For this reason, we particularly welcome and encourage applications from First Nations people, people with diverse cultural and linguistic backgrounds, from the LGBTQIA+ community, people with disability and people of all genders, ages and diverse experience.

Risk Management and Occupational Health, Safety & Wellbeing (HSW) Responsibilities:

- Promote and lead a positive occupational health, safety, and wellbeing culture by demonstrating a positive commitment to HSW.
- Understand and comply with all City of Greater Geelong HSW policies, procedures, and legislative requirements relevant to the position.
- Take responsibility for own safety, as well as functional responsibility for HSW performance within area of responsibility.
- Perform work in a safe and appropriate manner, ensure understanding of any hazards and risks that may be present.
- Ensure behavior does not interfere with the HSW of others, including discrimination, bullying or harassment.
- Proactively report, promptly investigate, and address any incidents, injuries, hazards, or unsafe work practices.
- Actively manage the return to work of any injured workers in conjunction with the Injury Management Team
- Complete all mandatory and recommended WHS training as scheduled.

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

Physical and Functional Requirements	Psychosocial Requirements
<ul style="list-style-type: none">• Some manual handling tasks.• Prolonged periods of inactivity, e.g., sitting at the computer.• Regular keyboarding associated activities.	<ul style="list-style-type: none">• Dealing with politically sensitive information and managing demanding stakeholders in stressful situations.• Dealing with staff conflicts and performance management issues.• Demanding deadlines, requiring working longer hours or over weekends.• Undertaking decisions that can make lasting impact to the organization and community.