**Position**

**Description**

***WORKING TOGETHER FOR A THRIVING COMMUNITY***

Greater Geelong: WORKING TOGETHER FOR A THRIVING COMMUNITY



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| **POSITION TITLE:** | Change Lead |
| **POSITION NUMBER:** | X |
| **DIRECTORATE:** | Corporate Services |
| **DEPARTMENT:** | Transformation Office |
| **CLASSIFICATION:** | Band 8 |
| **REPORTS TO:** | Manager, Change |
| **DIRECTLY MANAGES:** | N/A |
| **KEY STAKEHOLDERS:** | Directors, Managers, People Leaders and all Employees.  People subject matter experts |
| **DATE:** | 1/02/2024 |

**POSITION SUMMARY:**

Reporting to the Manager Change, the Change Lead is a senior member of the Change Office responsible for developing and delivering high quality, fit for purpose and effective change management strategies to support programs of work within the Digital Information & Technology portfolio and influence the successful implementation of change activities by increasing employee adoption and usage to minimise resistance. This role is critical in supporting a people centric approach to the effective and seamless implementation of change deliverables and benefits realisation. The Change Lead will partner with leaders and subject matter experts to identify the need for and deliver change support. This includes leading change management activities and managing key change training deliverables including undertaking training need analysis and developing tailored training programs.

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 Change Lead shall effectively plan and manage change activities within the Digital Information & Technology portfolio of work operating to a consistent approach to change management, standards of accreditation and skill across IT 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 Corporate Strategy, Organisation Performance Management, Change Management, Continuous Improvement, Organisation Design, 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](https://www.geelongaustralia.com.au/geelong/article/item/8cfd80b9c889f66.aspx), [our values](https://www.geelongaustralia.com.au/employment/article/item/8d1155a0d84344d.aspx), and [our vision and strategy.](https://www.geelongaustralia.com.au/strategy/article/item/8d57dd6c8953da3.aspx)

**KEY POSITION RESPONSIBILITIES:**

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| **Specialist Work** | * Lead change management activities to enable programs of work within the Digital Information & Technology portfolio to plan, schedule, manage and direct the execution of change initiatives, while also partnering with subject matter experts. * 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. * Hands on end-to-end management of all change and communications activities including implementation of change and communication runways and identifying and responding to any issues or risks that may impact a change. * Recommend professional change management advice or solutions with various stakeholders according to the IT Strategy, Business Plans, the City’s interests, legislation, policy, and statutory requirements. * Research and analyse in change with confidence, delivering impactful solutions for key stakeholders. * Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time |
| **People Leadership** | * Provide progress reports to Manager Change, other relevant senior leaders and any relevant project governance bodies. * Engage with and support leaders and teams to achieve successful adoption of change initiatives. * Facilitate and coach leaders to lead change, in the planning of conversations, delivery of information sessions, presentations and other project change and communication activities. * Reinforce the team’s common goals and key priorities by involving relevant stakeholders and team members in decision making. * Mentor and guide team members in building professional competence and collective knowledge. * Support change initiatives and contribute to the business unit’s culture to ensure it is inclusive, customer focused, results driven and accountable. |
| **Organising Resources & Planning** | * Develop and implement Change & Communications Management Strategies and Plans for planned activities within the Digital Information & Technology Portfolio. * Plan and deliver stakeholder engagement activities to develop effective project working relationships and to ensure that stakeholder needs, and concerns are identified and met. * Prepare reports, briefings, and presentations to support and influence stakeholders to achieve change activity objectives and provide successful transition for teams and individuals. * Track risk parameters, identify any deviations, and promptly report them. * Align work activities to the department Business Plans and IT Strategy, supporting implementation and balancing value for our community and customers, within financial and resource constraints. * Coordinate with stakeholders on delivering goals and outcomes, meeting deadlines, and driving continuous improvement and quality outcomes. |

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.

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| People Leadership  10 – 30% | Organising Resources & Planning 10 – 20% | Specialist Work  55 – 75% |
| Time Horizon 1 – 2 years | | |

**SELECTION CRITERIA:**

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

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| required | desirable |
| **Education and Experience** | |
| * Postgraduate qualifications in Human Resources, Commerce/Business, Organisation Psychology or a similar field, plus substantial experience, or an equivalent combination of formal qualifications and experience in a senior change management position. * Certified Change Management Practitioner (Prosci, Change First or similar) | * Qualification / certification in a Project Management methodology highly regarded. * Certificate IV in Training and Assessment * Demonstrated experience in facilitation of workshops and/or training sessions |
| **Skills and Knowledge** | |
| * Demonstrated experience in conducting training needs analysis and designing training material with a diverse group of stakeholders. * Substantial demonstrated experience and success in leading and implementing large scale, transformational change projects within a complex environment, delivering on organisational objectives and building employee engagement through the process. * Highly experienced in the development and implementation of change and communication strategies and plans * Demonstrated ability to work in a complex change environment and experience in influencing and driving change across all levels of the organisation. * Demonstrated experience in effectively engaging with multiple stakeholders and responding to the stakeholder in a well-balanced manner. * Experienced in providing advice, coaching and support to Leaders in leading change. * Demonstrated ability to create a positive change climate to motivate stakeholders to help the organisation achieve its change objectives.   Strong communication and facilitation skills (including development of communication collateral) to engage, influence and gain commitment with people from all levels of an organization. | * Understanding of local and state government processes and approval requirements. |
| **Licenses or Checks** | |
| * Police Check | * Valid Driver’s license |

**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 team member.
* 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](https://www.geelongaustralia.com.au/safety/documents/item/8da795473e0f4de.aspx).

**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, 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 any incidents, injuries, hazards, or unsafe work practices.
* Complete all mandatory and recommended HSW training as scheduled.

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

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| **Physical and Functional Requirements** | **Psychosocial Requirements** |
| * Some manual handling tasks. * Prolonged periods of inactivity, e.g., sitting at the computer. * Regular keyboarding associated activities. | | * Dealing with politically sensitive information * Managing demanding stakeholders and/or some exposure to stressful situations. * Demanding deadlines, requiring working longer hours or over weekends. * Undertaking decisions that can make lasting impact to the organization and community. |

**APPENDIX 2: ADDITIONAL GENERAL INFORMATION**

As per the Enterprise Agreement (No.11) 2021, the following points may apply to a BAND 8 role:

**Accountability and Extent of Authority:**

* May be accountable for managing resources, regulatory/specialist units, or developing policy options and strategic plans. Freedom to act is guided by goals, policies, budgets, statutes, subordinate legislations, and designated areas.
* Decisions made in these roles may have a substantial impact on the operational unit, public perception, community, and the organization.

**Judgement and Decision Making:**

* Strong judgment in problem-solving and policy development. May contribute to method development and adaptation and analyse options and present policy/ solution recommendations.
* Identify and develop policy options in the functional area. Analyse choices and present well-considered recommendations for managerial or employer decision-making.

**Specialist Knowledge and Skills/ Qualifications and Experience:**

* See relevant sections of the Selection Criteria above.
* Ability to apply theoretical or scientific approaches to identify solutions for new problems and opportunities, even beyond the original field of specialization, with sound knowledge of budgeting, accounting, and financial procedures is generally essential.
* Understanding of the long-term goals, values, and aspirations of the organisation, as well as the legal, socio-economic, and political context in which it operates.

**Management and Interpersonal Skills:**

* Demonstrated management skills for effectively supervising large numbers of employees or may include those with tertiary qualifications or extensive experience, to achieve objectives and goals while considering organizational and external constraints and opportunities.
* Strong interpersonal and leadership skills to effectively persuade, negotiate, and collaborate with clients, the public, colleagues, tribunals, and external stakeholders to achieve specific objectives. Must have the ability to lead, motivate, and develop other employees.

*For more information, please refer to the Schedule 12 of the City of Greater Geelong Enterprise Agreement (No.11) 2021*