



POSITION DESCRIPTION

POSITION TITLE	Change Manager
PORTFOLIO	Operations
AREA	Business Enablement
REPORTS TO	Change Management Lead

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The Brotherhood of St Laurence values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

AREA PURPOSE

This role is within the Business Enablement department, which supports BSL in the areas of change management, risk management, strategic/enterprise project management, procurement and contracts, data and reporting and business analysis.

POSITION PURPOSE

The Change Manager will report to the Change Management Lead and manage the facilitation of change and end user adoption of new programs, systems, processes and structures across the organisation. This role, working closely alongside the Change Management Lead, will

lead and guide the business in the application of best practice change management plans, activities, frameworks, strategies and processes to maximise change adoption and cultivate a positive change environment. The role will support change management processes across strategic, ICT and related projects.

KEY RESPONSIBILITIES

- Align change activities with the strategic objectives, mission and values of the organisation.
- Consult with stakeholders, develop and implement change management documentation and deliverables, including; developing communications plans, stakeholder analysis, consultation impact and risk analysis, success measures, communication plans, resistance management, reward plans, embedding and evaluation, monitoring and reporting
- Plan, develop, deliver, implement and track specific change management outputs such as communications, training, stakeholder involvement, change impact analyses, organisational readiness analysis, mentoring, resistance management, and change reinforcement
- Evaluate the impact of planned organisational change and identify risks and mitigations that maximise stakeholder and business commitment
- Manage the successful execution of change management activities across each work stream by prioritising, assessing and documenting change requests and plans
- Provide change management advice and hands-on support to project teams and business stakeholders to successfully deliver strategic, ICT-related, and other specified projects on time and within budget
- Guide change management initiatives in consultation with executive team, senior leadership team as well as program and project managers.
- Develop change management capability across the organisation and guide people in the application of change management frameworks, practices and processes
- Identify gaps in the implementation of change and develop strategies for corrective action required to achieve full adoption for the change.
- Establish and maintain positive relationships with key stakeholders.
- Ensure change management strategies are based on situational awareness of the details of the change and the groups being impacted by the change.
- Develop and apply measurement systems to track adoption, utilisation and business change readiness
- Prepare and provide change support to frontline staff and leadership
- Working with Internal Communications and project teams to formulate relevant change communications
- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- In collaboration with manager, set goals and objectives to ensure outcomes are met
- Model BSL's values and adhere to the Code of Conduct in everyday work practices
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.

- This position will require indirect contact with children and/or vulnerable individuals
- Other duties as required

KEY SELECTION CRITERIA

Career Experience:

- Considerable experience in Change Management
- Demonstrated knowledge of change management principles, methodologies and tools
- Significant experience successfully partnering with stakeholders to develop and deliver end to end change management activities, including strategy, planning, and implementation
- Demonstrated solid track record in leading change management working groups
- Demonstrated experience in developing change management capability including training, coaching and presentations
- Proven experience coaching leaders and project managers in change management principles, methodologies and tools
- Demonstrated expert knowledge and understanding of the diverse range of responses to change and proven ability to work with a variety of individual needs and emotional stages
- Proven ability to identify, manage and address risks and issues, including change resistance
- Proven ability to articulate key messages to a variety of audiences in a dynamic and complex environment
- Proven ability to work with ambiguity and changing priorities with the ability to draw on previous experience to deliver best fit solutions
- Acute business acumen and understanding of organisational issues and challenges, particularly across diverse business units and locations
- Ability to identify and resolve problems and make appropriate recommendations
- Well-developed organisational and time management skills with the ability to plan workload, prioritise and meet deadlines

Personal Qualities:

- Collaborative and pragmatic in nature, with a demonstrated strong human centered/customer service focus is essential
- Strong influencing, interpersonal and communication skills with the ability to build effective relationships and liaise across all levels both internally, externally and with people from diverse backgrounds
- Strong problem-solving abilities and a proactive approach
- The ability to work autonomously, own tasks/deadlines, manage priorities, and adapt to moving timeframes
- Resilience
- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

Qualifications/other:

- Extensive experience (4-5+ yrs) and relevant qualifications in Human Resources, Change Management or similar field with proven experience in a similar change management role within a fast-paced and changing environment in large and complex organisation.
- Relevant change management certification i.e. PROSCI, ADKAR, Agile, CMI
- Demonstrated knowledge and competency in Microsoft Office Programs including Word, Excel and Outlook

MANDATORY EMPLOYMENT CRITERIA

- Specific work requirements include and attendance at a variety of different work locations.
- Proof of eligibility to work in Australia is required.
- A satisfactory Police Check is required - BSL will support successful candidates in this process.
- A Working with Children Check is required - BSL will support successful candidates in this process.

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.