

Office of the Chief Information Officer

Change Lead – Statement of Duties

Objective

A fantastic opportunity for an experienced Change Manager to work on a challenging and exciting project run by the Department of Justice.

You will work with the PlanBuild Tasmania project team to successfully rollout and embed the PlanBuild portal within business units, which will involve working with key stakeholders including council, industry and other authorities.

You will support the successful implementation of this business system solution by providing change management skills, experience and knowledge, with a critical understanding of the specific business needs for affected stakeholders.

In this role, you will creatively and effectively engage with external stakeholders; promote adoption; manage resistance and overcome obstacles in a structured manner to increase buy in from relevant stakeholders.

Duties

- Support the PlanBuild project team to implement the PlanBuild Tasmania solution, taking the lead on the development and delivery of key change activities.
- Develop and implement appropriate plans, including supporting tools (not limited to):
 - Change Management Planning
 - Communication Plans
 - Stakeholder Analysis
 - Readiness and Impact Assessments
 - Training strategy, plans and materials
 - Resistance Management Plans.
- Participate in consultation and engagement processes with key stakeholders to identify and mitigate critical business impacts.
- Support project team members in understanding, influencing, embedding and sustaining change specifically in terms of implementing a software solution that requires people, process and technology change.

- Develop communication and consultation strategies to ensure sound knowledge of the project by all internal and external stakeholders.
- Ensure Change Management Plan interdependencies, such as stakeholder engagement; current/future state impacts; change readiness assessments; and change sustainability is understood at an organisational level and managed accordingly.
- Provide input to, document requirements for and support the design and delivery of training programs for key PlanBuild stakeholders.
- Work with stakeholders to implement and reinforce sustainable business changes.
- Represent the Department at appropriate forums, both within and external to the Agency and across all spheres of government including the coordination and design of workshops and presentations.
- Effectively co-ordinate and undertake high level change management across all components of the project to achieve objectives in a structured and formalised manner.
- Work collaboratively with all stakeholders in the development and management of change outputs.
- Provide guidance and leadership to staff associated with the implementation of the project, providing constructive feedback and managing performance, where necessary.

Level of responsibility

- Provide adequate instruction, information, supervision and training for your team members, depending on the nature of their work.
- Ensure efficient and effective management of work health, wellbeing and safety for the areas of responsibility in accordance with the WHS requirements in the WHS Act.
- Our values are we act with Integrity, Respect and Accountability and our workplaces are Inclusive and Collaborative. You are responsible for contributing to our values based workplace culture, leading your team in a values based manner, ensuring your team uphold the values and role modelling the values.

Direction and supervision received

- Works with the Organisation Change Lead without supervision and with only broad direction from the Project Director, PlanBuild.

Selection criteria

1. Demonstrated high level knowledge and extensive experience in change management activities specifically in delivery of complex software development projects.
2. Demonstrated capacity to manage and engage with a range of stakeholders including consultation, facilitation, conflict resolution and proven problem-solving abilities in a complex political, social and organisational environment.
3. Demonstrated leadership skills and the ability to achieve outcomes with diverse stakeholders, with a demonstrated understanding of contemporary change management techniques and practices and an ability to manage change.
4. Highly developed analytical and conceptual skills, with an ability to assess change readiness and develop change capability across projects and initiatives to positively impact the successful implementation of business change.
5. Ability to work flexibly as part of a team, with a strong commitment to accountability, including personal skills of adaptability, initiative, innovation and inquiry.
6. Well-developed presentation skills and the ability to represent the Department and the project in a wide range of forums.
7. Be able to demonstrate an understanding of the WHS legislation and the responsibilities of managers.

Essential requirements

- Nil

Desirable requirements

- Relevant Tertiary qualifications, or relevant qualifications and high level expertise in Change Management.

Position Summary

Title	Change Lead
Number	357013
Award	Tasmanian State Service Award
Classification	General Stream Band 6
Division	Corporate, Strategy & Governance
Full Time Equivalent	1.0
Branch	Office of the Chief Information Officer
Supervisor	Project Director
Direct Reports	1
Location	Rosny, Launceston or Burnie
Position category and funding	T450