

Position Description







Position Title: Change Manager

Position Purpose

Reporting to the Senior Change Manager, the Change Manager will champion change management frameworks in a cross-functional environment to integrate change management activities into project plans. The primary focus of the role is to define, plan and execute change management plans to support communication and transition activities.

Division:	ICT	Reports to:	Senior Change Manager
		Direct Reports:	Nil
Internal Relationships:	Operational teams – Scope, Home@Scope, DSA, Finance, ICT	External Relationships:	N/A
Delegation of Authority	To be advised	Category	Management
Employment Contract	Fixed 12 month	Award	Non Award

Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.			
Scope's Vision	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"> • support and listen to each person and their family. • provide leadership to influence strategy and policy. • deliver person driven, flexible & responsive services to build a sustainable future. • build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research. <p>We will deliver better outcomes.</p>			
Scope Approach	 <i>See the person</i>	 <i>Do it together</i>	 <i>Do it right</i>	 <i>Do it better</i>
	<p>We listen to understand</p> <p>We see the potential</p> <p>We recognise how you do things and what you achieve</p> <p>We take personal responsibility</p> <p>We build excellent relationships with our customers and customers</p> <p>We understand the balance between risks and rights</p>	<p>We lead in line with Scope's approach</p> <p>We work together to achieve shared goals</p> <p>We build ethical and sustainable partnerships</p> <p>We support each other</p> <p>We communicate early and honestly</p> <p>We share responsibility for safety</p>	<p>We use systems and processes in our work</p> <p>We deliver quality outcomes safely and on time</p> <p>We understand risks and opportunities</p> <p>We are a financially sustainable organisation</p> <p>We own the consequences of our actions</p> <p>We take pride in the delivery of our Mission</p>	<p>We develop creative solutions</p> <p>We review and continually improve</p> <p>We understand what is working and what is not</p> <p>We seek and respond to feedback</p> <p>We build capacity in all that we do</p> <p>We are a leader in safety</p>

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<i>Key Functions</i>	<i>Key Accountabilities, Responsibilities and Deliverables</i>
Service Provision	<ul style="list-style-type: none"> • Create change management strategies and plans, including training and communications as required. • Develop clear assessment measures and metrics to monitor and evaluate change processes. • Integrate change management activities into project plans. • Provide regular and meaningful reports on the delivery of change management plans within projects and programs of work. • Develop executive presentations and identify risks and issues relating to change management functions and develop plans to successfully intervene. • Conduct impact analyses to help develop and execute the change management strategy and plans, working with project teams and business partners. • Facilitate workshops to ensure stakeholder engagement and to develop and implement change management plans. • Support the design, development, and implementation of all communication about change to ensure endorsement and clarity. • Assist building a change management capability and establish a common change management practise to serve and support the successful delivery of projects and programs of work.
People Leadership	<ul style="list-style-type: none"> • While this role doesn't directly have people reporting to it, the role requires extensive collaboration across project delivery, communications, operational and other support staff to ensure successful change outcomes are delivered across time, cost, and quality.
Workplace Health and Safety	<ul style="list-style-type: none"> • Uphold and comply with Scope workplace health and safety policies and procedures.

<i>Selection Criteria</i>	
Qualifications & Knowledge/ Experience	<ul style="list-style-type: none"> • Experience managing change and people, including effectively implementing to business processes, systems, and technology • Track record of effectively managing internal strategic communications programs • Demonstrated history of creating clear, compelling communication materials with a cohesive framework • Proven ability to drive fast adoption and higher utilisation of projects to increase benefits realisation, value creation, ROI and achieve outcomes • Working understanding of project management methodologies
Technical Competencies	<ul style="list-style-type: none"> • Demonstrated knowledge of change management frameworks – Katter and/or Prosci's ADKAR
Behavioural Competencies	<ul style="list-style-type: none"> • Proven advanced strategic and critical thinking, planning and analytical skills • Strong analytical and problem-solving skills • Excellent interpersonal skills with demonstrated experience mentoring, collaborating and team building • Proven leadership skills that bring about team engagement and drive outcomes
Licenses & Accreditations	<ul style="list-style-type: none"> • NDIS Worker Screening Test • Cleared International Police Check (if applicable) • Working with Children's Check • Must satisfy all visa requirements for working in Australia • Driver's license (required for roles where there is a requirement to travel) • Current registration to practice in Australia where required

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Authorisation:

This Position Description has been reviewed and approved by the Chief Information Officer and is effective from the March 2021.

People and Culture Authorisation

Job Evaluation Completed: _____

Position Created: _____

Organisation Hierarchy Amended: _____