**JOB DESCRIPTION**

**Change Manager** Click here to enter text.

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role purpose**

The Change Manager role:

* Develops and delivers change transition plans to support organisational change initiatives and projects.
* Identifies required change activities and the people and teams required to deliver them.
* Builds strong relationships throughout the organisation to facilitate effective transition during change.
* Supports managers and project teams in integrating change management activities into their initiatives and project plans.

# ROLE KEY ACCOUNTABILITIES

* Develop and execute change management strategies tailored to the Billing implementation, engaging stakeholders, and cultivating a culture of change readiness, all while mitigating potential risks and ensuring a successful transition.
* Identify the people and roles required to manage change activities for the Billing program.
* Undertake communication and audience engagement activities, supported by the wider Communications and Learning and Development team. This includes the development of collateral, resources, and campaigns to drive awareness of change.
* Work with the Head of and Change management Lead to advise and coach leaders on their role in change, and to build a change mindset in the organisation.
* Confidently establish and maintain a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:**  Finance, IT & Property

**You’ll report to:**  Change management Lead

# YOUR KEY CAPABILITIES

**Individual leadership**

* **Inspire** - guide teams through the HRIS adoption journey, fostering collaboration, building change champions, and effectively communicating the vision and benefits of the HRIS system to drive enthusiasm and engagement among all team members.
* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# YOUR QUALIFICATIONS & EXPERIENCE

**Qualifications:**

* Bachelor qualification in a relevant field or equivalent experience.

**Experience:**

Typically, this role will require five or more years’ experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

Required

* Minimum 5 years of Change Management experience relating to major business transformation projects.
* Experience with change management methodologies, frameworks and tools such as Prosci/ADKAR, Kotter, HCD or similar.
* Proven implementation experience relating to waterfall and agile programs or projects is highly desirable.
* A people-centred and user experience mindset.
* A solid understanding of how people go through a change and the change process
* Ability to clearly articulate messages to a variety of audiences
* Excellent relationship building skills.
* Ability to influence others and move toward a common vision or goal.
* Flexible and adaptable; able to work in ambiguous situations
* Organised with a natural inclination for planning strategy and tactics
* Able to work effectively at all levels in an organisation
* Must be a team player and able to work collaboratively with and through others
* Experience with large-scale organisational change efforts
* Open to the ideas of others and feedback, and a commitment to continuous improvement.
* A demonstrated passion for social change and contributing to an organisation of influence for the most disadvantaged.

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| **Employee Name:** | Insert employee name | **Managers Name:****Title** | Rema HeathChange management lead |
| **Date:** | Insert date | **Date:** | Click here to enter text. |
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