**JOB DESCRIPTION**

**Organisational Change Analyst**

# 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 Analyst will play a key role in ensuring change initiatives achieve desired benefits by supporting impacted employees through change stages of awareness, action and adoption. This role will focus on the people side of change, which may include changes to systems, business processes, policies, procedures or responsibilities.

The primary responsibility will be assisting and supporting the implementation of change management strategies and plans with guidance from the Organisational Change Lead. This will typically involve stakeholder analysis, change impact and readiness assessments, engagement and communication planning, training and support for impacted staff. The Change Analyst will work to drive faster adoption, higher ultimate utilisation of and proficiency with the changes that impact employees. These improvements will increase benefit realisation, value creation, ROI and the achievement of results and outcomes.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Change and PMO team in the Property, Finance and IT directorate through the following:

* Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders
* Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre
* Actively engage and participate in the performance management framework and review processes at Uniting
* Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour
* Contribute to a culture of openness, feedback and productivity.
* Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
* Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal)

and in adherence to WHS policies and procedures.

* Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Organisational Change Analyst, your role specifically will:

* Conduct stakeholder identification and analysis
* Prepare communication and engagement plans
* Delivery communication and engagement activities
* Develop training strategies and plans to enable adoption of change
* Develop and deliver training material and activities as required
* Identify and measure adoption
* Work with business areas to successfully hand-over project activities and ensure changes are absorbed into BAU.

# 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: You'll report to:

Finance, IT and Property

Change Management Lead

# YOUR KEY CAPABILITIES

## Individual Leadership

* **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.

# QUALIFICATIONS & EXPERIENCE

## Qualifications:

Relevant degree such as communication, psychology, business or equivalent and relevant to the field of work

## Experience:

Typically, this role will require 3 or more years' experience in a change management related field. You will have excellent written and verbal communication skills, be organised, 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 possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

* Experience with implementation of organisational change such as system or process change
* Experience with creating and delivering presentations and other communication material
* Experience with Microsoft products, in particular Excel, Word and PowerPoint
* Experience with survey tools and creating survey questions

## Even better:

* Certification in Prosci

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