

Job and Person Specification

Title of Role:	Change Manager	Remuneration Level:	ASO8
Business Unit:	Innovation & Transformation	Type of Appointment:	12 months
Division:	Consumer and Business Services	Position Number:	

Job and Person Specification Approval

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Primary Purpose

The primary role of the Change Manager is to facilitate change management through the application of structured methods, change management processes and tools to create strategies and the successful delivery of projects. The Change Manager leads change activities with a focus on positive business outcomes that also meets the needs of key stakeholders.

The Change Manager is responsible for ensuring that the impact of projects on the business and its stakeholders – be it from legislative reform, business process improvement or technological advancements - are delivered with the support of a strategic and effective change management plan.

Reporting Relationships

- Reports to Senior Manager, Innovation & Transformation

Key Relationships/Interactions

- Works closely with other members of the Innovation & Transformation Branch Staff and management within Con
- Other staff of the Attorney-General's Department
- Other relevant South Australian Government Departments.

Key Challenges

- Ability to work collaboratively and productively.
- Ability to effectively manage challenging situations without loss of focus when under pressure.
- Estimating from requirements and/or solution architectures.
- Ability to deal with ambiguity and broad concepts.
- Ensuring all work is compliant with policy and legislation.

Special Employment Conditions

- Some out of hours work may be required.

AGD Conditions

- Participation in quarterly performance review and development;
- Actively participate in all mandatory training requirements;
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD policies and procedures; and
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory.

Flexible Working Arrangement Options



The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include:

- Flexitime
- Part-time
- Job Sharing
- Compressed weeks
- Work from home or telework arrangements



Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Change Manager is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Change and Communications Management	<ul style="list-style-type: none"> • Development and implementation of targeted change and communications management plans and related tactics; including stakeholder engagement, risk management, benefits realisation, learning and adoption monitoring. • Managing the delivery and developing tailored messaging for successful stakeholder engagement and corporate communications. • Monitoring, assessing and assuring change readiness, identifying stakeholder issues and management strategies. • Identifying and proactively managing risks and issues. • Designing and implementing metrics for the measurement of change effectiveness and business readiness. • Provide advice to Business Units on managing the people aspects of organisational change. 	<ul style="list-style-type: none"> • Change implementations are successful. • Change related incidents are minimised. • Stakeholders are engaged and clearly communicated with throughout the planning and implementation of change processes. • Business readiness for change is understood and actively managed. • Appropriate measurement tools used to evaluate the cultural change; • Benefits of projects are realised effectively Change plans and reports provided as required.
Strategy	<ul style="list-style-type: none"> • Provide and/or review project proposals, plans, business cases and other related material. • Deliver Change Plans, organisational impact/readiness assessment and training strategies to facilitate change. • Develop engagement strategy plans. • Assess the impact of change through impact analysis. • Maintain a flexible and adaptable approach and a desire to ensure the overall objectives are met. 	<ul style="list-style-type: none"> • Program proposals, plans, business cases and other program documentation are reviewed with timely, accurate and sound analysis provided. • Strategic advice is provided where required. • Training needs analysis completed as required

Project Management	<ul style="list-style-type: none"> • Adheres to the project management standards • and practices as defined by the AGD • Manage the implementation of the project deliverables within agreed upon timeframe and budget. • Monitor and review the ongoing relevance and • success of project scope, milestones, strategies • and plans. • Manage complex arrangements of providers • external to project team. • Developing and proactively manage related mitigation and realisation strategies and escalating and resolving where necessary. • Regularly analysing and evaluating emerging trends, risks and opportunities associated with programs, taking appropriate actions where necessary. 	<ul style="list-style-type: none"> • Projects are completed on time within approved budgets • Stakeholder requirements are well understood, documented and communicated as required. • Advice is provided to Executive Management on emerging trends, risks and opportunities in a timely manner. • Resources are sourced and managed in accordance with Government practices and strategies.
Engagement and Relationship Building	<ul style="list-style-type: none"> • Establish and maintain open and effective working relationships with management, project team and stakeholders to ensure projects are coordinated and milestones are achieved. • Manage stakeholder expectations in line with agreed outcomes. • Lead engagement activities for the project with relevant stakeholders, including senior leaders and leaders, to support business readiness for change. 	<ul style="list-style-type: none"> • Stakeholders consulted where relevant and feedback incorporated into planning and evaluation processes.
Drive Culture	<ul style="list-style-type: none"> • Pro-actively safeguard the health and wellbeing of staff by ensuring safe work practices are undertaken by self and others in the workplace; • Embrace and encourage diversity and cultural differences in the workplace. 	<ul style="list-style-type: none"> • Pro-active measures are undertaken to adhere to and prevent injuries; • Work practices are safe and Work Health and Safety legislation, policies and procedures are implemented; • Individual differences are encouraged and accommodated in the workplace.

Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

Technical Expertise (Essential)	<ul style="list-style-type: none"> • Certification or training in Change Management methodology such as Kotter or ADKAR methods. • Extensive experience in successfully managing stakeholder and/or organisation (i.e. corporate internal / external) communications. • Extensive experience in managing organisational and technology change programs in high pressure environment. • Extensive experience in successfully managing multiple concurrent projects and major tasks, dealing with competing pressures, multiple stakeholders, unplanned change and meeting tight timeframes. • Proven ability to lead and work collaboratively in a team environment, contribute to and encourage a culture of teamwork, project delivery excellence and a shared responsibility for achieving results. • Demonstrated leadership skills, providing a sense of direction, influencing and motivating others to work towards common goals. • Successful experience in the delivery of major projects or business initiatives. • Proven experience in drafting and preparation of correspondence, briefing notes, reports and minutes. • Experience in overseeing and managing of financial elements of projects including reporting and budget maintenance.
Technical Expertise (Desirable)	<ul style="list-style-type: none"> • Tertiary qualifications in Strategic Communications, Public Relations, Stakeholder Engagement or other related disciplines will be highly regarded • Knowledge of government processes as they relate to systems and ICT • Skills in business process mapping and business process improvement

Behavioural Capabilities

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the Change Manager. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

	Strategic Focus	Results Orientation	Service Delivery Excellence	Relationship Management	Professional Approach and Drive
Strategic	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
Tactical	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
Operational	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
Foundational	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism

Element	Behaviours
Strategic Focus Tactical	<ul style="list-style-type: none"> • Actively promotes goals and strategic direction • Ensures work goals are linked to the bigger picture • Considers broader issues and political context when decision making • Identifies trends, potential problems and opportunities and incorporates into plans • Adopts and manages a balanced approach to risk aversion and risk taking • Drives effective change • Promotes creative and innovative thinking
Results Orientation Tactical	<ul style="list-style-type: none"> • Develops plans with clear outcomes and provides direction on how to achieve these • Is accountable for the delivery of quality, timely and cost effective results • Reviews performance and seeks opportunities to implement continuous improvement • Adopts a critically evaluative approach to solving problems • Identifies opportunities to negotiate for improved outcomes • Confidently makes decisions showing good judgement • Effectively prioritises and re-negotiates tasks as needed
Service Delivery Excellence Operational	<ul style="list-style-type: none"> • Uses capability and expertise of the workgroup to achieve outcomes • Translates performance requirements into achievable outcomes • Effectively manages their own performance, managing (or influencing) the wider team performance • Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance • Identifies and delivers high quality internal and external customer service • Considers financial responsibility, accountability and awareness • Utilises available internal and external resources for optimal outcomes.
Relationship Management Operational	<ul style="list-style-type: none"> • Develops existing working relationships and internal networks • Collaborates with relevant stakeholders • Makes an effort to understand others' perspectives, motives, agenda • Openly shares information and knowledge as appropriate • Takes into account the situation and audience and acts accordingly • Actively listens and communicates clearly • Effectively manages conflict and escalates when appropriate
Professional Approach and Drive Operational	<ul style="list-style-type: none"> • Demonstrates respect for others and high ethical standards • Maintains professionalism and confidentiality • Supports diversity and uses this to enhance outcomes • Looks for opportunities to engage in development activities • Seeks feedback and reviews own performance • Displays flexibility and adaptability • Remains positive and recovers quickly from setbacks • Ensures a focus on wellbeing for self and others and raises concerns where necessary

Acknowledged by
occupant

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(Print name)

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Acknowledged by line
manager

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