Role Description
Section Manager Transition

Title	Section Manager Transition
Classification/Grade/Band	Band 3 Level 4
Group/Unit/Section	Information Management and Technology / Chief Information Officer / Core Systems Consolidation
Reports to:	Unit Manager Core Systems Consolidation

Vision

A vibrant and sustainable Central Coast.

Purpose

To provide valuable services that strengthen and support the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary purpose of the role

Reporting directly to the Unit Manager Core Systems Consolidation, the role of Section Manager Transition is responsible for ensuring that all stakeholders are prepared and supported to successfully adopt the Core Systems Consolidation Portfolio business solutions in order to realise business benefits.

The position is required to ensure that a structured change management approach is applied and underpin by structured, disciplined program delivery practices.

Key accountabilities

- Overall responsibility for the Core Systems Consolidation Portfolio change management governance approach;

- Develop and implement a structured change management approach to enable the delivery of the Core Systems Consolidation Portfolio scope of work;

- Work with program and project delivery leads to ensure a disciplined and structured program delivery approach, aligned with change management and business readiness practices;

- Build strong working relationships with senior stakeholders to ensure business led change, commitment and ownership to support adoption of Core Systems Consolidation Portfolio business solutions;

- Lead consultation and engagement processes with key stakeholders to identify and mitigate critical business impacts;

- Coordinate the program level view of change management, including stakeholder engagement, change impacts, business readiness etc;

- Provide status updates, support and advice to the Unit manager Core Systems Consolidation on business change readiness, including early identification and escalation of major risks / issues;

- Work with business and project team leads to identify and assign responsibility for business readiness actions;

- Monitor and assess the environment at different stages of change; developing and modifying the change management approach to meet the needs and address the business change barriers;

- Take the lead on transition management, working with business stakeholders and project delivery leads to ensure that business as usual operations are maintained during the transition and business solutions are effectively integrated into the business;

- Complete tasks to agreed budgets, timeframes and standards and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;

- Work with the business to successfully transition business change project deliverables to business as usual;

- Optimise business outcomes through initiating and developing long-term goals and plans to guide the work of the team in line with organisational objectives;

- Embrace diversity by supporting initiatives that create an environment in which differences are valued;

- Demonstrate commitment to customer service by taking responsibility for delivering high quality services that result in a positive community impact;

- Promote collaboration by identifying opportunities to work with other teams/units to solve issues and develop better processes and approaches to work;

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- Work collaboratively by building cooperation to overcome barriers to information sharing and communication across the organisation;

- Demonstrate accountability by identifying and implementing safe work practices, taking a systematic risk management approach to ensure the health and safety of self and others.

Interpersonal Skills and Personal Attributes

- Demonstrate commitment to customer service by finding opportunities to collaborate with internal and external stakeholders to achieve an improved customer experience;

- Display strong influencing and mediation skills by negotiating from an informed and credible position;

- Communicate effectively by adjusting style and approach to translate technical information for a range of audiences, thereby optimising outcomes;

- Display resilience and courage by providing open and honest feedback.

Leadership / Management

- Act with integrity by demonstrating professionalism and setting an example for others to follow;

- Demonstrate awareness by actively seeking, reflecting and acting on feedback relating to own performance, and translate negative feedback into an opportunity to improve;

- Communicate effectively and create opportunities for others to be heard and contribute to discussion and debate;

- Deliver results by understanding organisational priorities, communicating team roles and responsibilities and ensuring the effective acquisition and use of resources to respond;

- Apply sound problem solving by participating in and contributing to team/unit initiatives to resolve common issues and identify/share business process improvements;

- Demonstrate accountability by assessing work outcomes and identifying and sharing learnings with the team to inform future actions;

- Display strong people management by addressing and resolving team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way;

- Inspire direction and purpose by translating broad goals into operational needs and explaining linkages for the team;

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- Manage change effectively by engaging staff in the process and by providing guidance, coaching and direction during periods of uncertainty.

Technical

- Proactive and forward looking behaviours to enable effective schedule/resource/risk/issue and team management;

- Ability to take a hands-on approach toward project and change delivery activities required to transition impacted stakeholders from the current to the future state;

- Ability to take the lead on transition management, ensuring that business as usual is maintained during the transition and the changes are effectively integrated into the business;

- Ability to prioritise change readiness plans according to operational impact and urgency;

- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;

- Identify issues that may impact on task completion and provides appropriate solutions;

- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;

- Support system improvement initiatives and embrace new technologies;

- Understand project goals, action tasks and expected outcomes and identify and escalate project variances;

- Apply a range of reporting writing styles to tailor communications to the audience and explain complex concepts and arguments;

- Demonstrate a sound understanding of technology relevant to the work unit and identify and select the most appropriate solution;

- Demonstrate sound project management by monitoring the completion of project milestones against goals and initiate amendments where necessary;

- Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks.

Finance and Governance

- Deliver results by ensuring the financial implications of changed priorities are explicit and budgeted for;

- Demonstrate accountability by understanding and applying high standards of financial probity, demonstrating respect for public monies and other resources;

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- Involve specialist finance advice where required;

- Be aware of procurement and contract management risks and what actions are expected to mitigate these.

Qualifications

Essential

- Relevant tertiary qualification in Change Management, Project Management or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development;

Desirable

- Certification PROSCI, AIM or other industry recognised methodology.

Experience

Essential

- Previous experience in a similar role working in a large organisation;

- Proven success as a leader with the ability to grow and develop teams focused on quality outcomes and a customer focus;

- Extensive experience in developing and leading program change management teams for complex projects delivering business transformation initiatives;

- Experience and knowledge of project management and change management principles, methodologies and tools;

- Experience partnering and establishing credibility with senior stakeholders to deliver workforce change initiatives;

- Workshop design and facilitation experience.

Desirable

- Strong knowledge of the Central Coast Council business including culture.

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Key relationships

Internal	External
Chief Executive Officer	Industry representatives and associations
Executive Leadership Team	Unions
Leadership Team	Vendors
Unit Managers	
Council employees	

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