Position Description

Position title:	**Change Manager**
Directorate:	Strategy and Engagement
Service Unit:	Information Technology
Reports to:	Digital Services Chapter Lead
Direct reports:	Nil
Salary point:	SP16
Work location:	City Administration Centre, 12 Stewart Avenue, Newcastle West
Date revised:	May 2021

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of ***creating a smart, liveable and sustainable global city***. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Information Technology?

Information Technology at the City of Newcastle works alongside our colleagues across all Directorates as a trusted business partner. We work in cross-functional teams to understand the needs of our customers, with a unified goal of serving our community with innovative and sustainable technology solutions.

We leverage an Agile approach that is iterative and transparent, with rapid feedback loops. This allows us to make evidence-based and data-driven decisions to identify the greatest value early on, delivering simple and easy to use experiences to our customers and to our colleagues.

What's the focus of this position?

The Change Manager is accountable for ensuring that CN effectively leads its people through major technology change. Reporting into the Digital Services chapter, the role will be pivotal to the successful implementation of Agile ways of working in the IT function. Working closely with key business representatives and technology experts, the Change Manager will help develop capabilities across the IT function as well as applying a holistic, coordinated approach to change and align people outcomes with IT and organisation objectives.

In managing change programs, the role ensures different parts of the business are ready for change by completing activities that include scoping needs, mitigating risk and disruption, and preparing necessary training and communications. Along with preparing the business for new ways of working and new technologies, the Change Manager focusses on winning the 'hearts and minds' of CN's people and aligning them to the 2030 strategic vision.

What you'll be doing:

- Manage and coordinate the pipeline of technology change including activities such as: forward planning, providing transparency and visibility across the business, and preparing people for the future state of CN.
- Work with business leaders to prepare and execute a change delivery framework and prepare affected areas for new ways of working.
- Support the successful delivery of technology-based change initiatives.
- Work with business stakeholders to identify the interest, concerns and issues of key stakeholder groups.
- Ensure capabilities are aligned with benefits (including liaising with sponsoring group).
- Complete activities such as training needs analysis and determine appropriate training for staff in preparation for technology-based change initiatives.
- Work with training groups to design and facilitate workshops, lead training and implement seminars.
- Understand the organisational culture and determine how to help facilitate change across the organisation.
- Manage deliverables and timings through key reports such as change readiness assessments and change impact assessments.
- Manage related change communication activities to both internal employees and external stakeholders. E.g. communicate new technology services in advance to the public of CN.
- Plan, design and implement (with key business leaders) an Agile IT structure and culture.
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager.

The essentials you'll need:

- Bachelor's Degree in Business, Communication, Change Management, Human Resources or a related qualification, and/or demonstrated capability through past employment experience.
- Demonstrated experience in project or program management and change delivery.
- Demonstrated experience leading and coaching teams.
- Demonstrated experience in influencing key stakeholders to ensure initiatives/projects are completed to timescale and budget and desired user outcomes.
- Knowledge about Design Thinking and Human Centred Design.
- Ability to understand business requirements and any technical limitations.
- Demonstrated project management skills including the ability to apply project management principles and practices to complex issues.
- High-level interpersonal skills including demonstrated experience mentoring, coaching, collaborating and team building.
- Ability to make sound, pragmatic and solutions-focused decisions.
- Self-starter with a passion and drive for all things digital.
- Experience working in an Agile environment.
- Demonstrates the values and behaviours that contribute to a constructive, high performance culture.

Other valuable skills you may have:

- Project Management qualification.
- Prior experience working and moving teams from a traditional to Agile based projects.

SFIA (Skills Framework for the Information Age) Skills

- 2.2.4 Change and transformation: Business change management - Organisational capability development

- 2.2.5 Change and transformation: Business change management - Organisation design and implementation

- 2.2.6 Change and transformation: Business change management - Change implementation planning and management

- 2.2.8 Change and transformation: Business change management – Benefits management

- 4.2.4 Delivery and operation: Service transition - Change management

- 5.1.4 Skills and quality: Skill management - Learning delivery

- 5.2.3 Skills and quality: People management - Professional development

- 5.3.1 Skills and quality: Quality and conformance - Quality management

- 6.1.4 Relationships and engagement: Stakeholder management - Relationship management

- 6.1.5 Relationships and engagement: Stakeholder management - Customer service support

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	