Position Description

ICT Change and Training Analyst

Branch: ICT
Location: Support Centre, Milton
Reports to: ICT Program Delivery Manager
Direct Reports: Nil
Effective Date of PD: July 2023

Primary Objective:

The ICT Change and Training Analyst will play a crucial role in the IT-related change projects, ensuring seamless transitions and successful implementations of ICT solutions. Working with the Lutheran Services Project Management Framework, you will collaborate with cross-functional teams and engage with key stakeholders to assess the impact of change initiatives, develop strategies for managing change and deliver effective communication and adequate training to stakeholders.

The role will also support the Project Manager, Program Delivery Manager and Project Sponsor to uphold project governance standards and has ownership over project change, communications and training related tasks.

Key Relationships and Position Dimensions:

The position will consult, collaborate and network with the:
- o   ICT Project Team
- o   Executive Leads
- o   Service Managers
- o   Functional Managers
- o   External Vendors
- o   Other internal and external stakeholders as necessary for project needs.

The position has indirect reports: Nil

Key Accountabilities:

Leadership Accountabilities:
At Lutheran Services, we place equal value on the outcomes we achieve and the behaviours we demonstrate. Our competency framework provides the basis of behavioural expectations for all employees. All positions are accountable to the values and behaviours set out in the Lutheran Services Competency Framework. The ICT Change & Training Analyst is a **Leader of Self.**

Leader of Self.
- Ensure that personalised client needs are met through effective application and appropriate escalation of client feedback;
- Proactively initiate problem-solving and identify areas for improvement to achieve successful outcomes;
- Build strong relationships with team members and clients to work effectively towards common values and goals;

- Actively engage in coaching and feedback to guide development and stay focused, resilient, and values-driven;
- Work in a simplified and efficient manner to meet service delivery expectations, client needs and organisational objective;
- Act in a consistent and proactive manner that identifies and utilises resources efficiently to deliver high-quality outcomes.

Role specific accountabilities include but are not limited to:

- Training
    - Create training plans in conjunction with Lutheran Services People and the People & Culture team to educate stakeholders and prepare them for change
    - Coordinate and/or facilitate the implementation of communication plans to ensure that appropriate training is provided to stakeholders
    - Coordinate and support project activities and workshops, including solution design, pilots, user acceptance testing, training and go-live
    - Conduct training needs assessments and identify capability gaps and/or learning objectives for various stakeholders
    - Design, develop, and deliver training programs and materials to address identified learning needs for ICT projects
    - Collaborate with cross-functional teams to ensure alignment and integration of change and training initiatives
    - Proactively monitor and evaluate the effectiveness of change management and training activities
    - Provide general and/or adhoc training support and guidance to employees and stakeholders during the change process
    - Identify and address resistance to change by implementing appropriate strategies and interventions

    - Change implementation planning
        - Analyses organisational changes and assesses their impact on business processes, systems, and employees
        - Develop change management strategies and plans to support smooth transitions during periods of change
        - Analyses change readiness for business users, uncovers readiness gaps, creates and implements action plans to close gaps prior to delivery 'go-live'
        - Assists the business user community with transition support and change planning, whilst regularly liaising with the project team
        - Monitors and reports progress on a range of measures including but not limited to business readiness targets, business engagement activity, training design and deployment activities, key operational metrics and return to productivity measures
        - Effectively manages relevant stakeholders for each project, ensuring the required level of commitment, prior to going live with a new system
        - Develops implementation plans for complex changes, including stakeholder engagement, communication, and training plans
        - Works with Project manager to analyse and document risks for assigned projects. Communications
        - Develop and implement communication plans to support the implementation and adoption of ICT initiatives
        - Execute key change and communication activities as required
        - Ensure alignment with brand guidelines

      o   Work with the Internal Communications team to develop tools and templates that aim to support employees, change champions and leaders with their operational communication capabilities.
- Support the Project Manager in compiling, editing, and reviewing project artefacts.

Position Requirements:
Essential:

Experience
- Demonstrated experience as a Change Analyst and/or Training Coordinator with sound understanding of Change Management methodologies and practice

Skills
- Ability to design and deliver training programs using various instructional methods and technologies
- Problem solving and root cause identification skills
- Excellent stakeholder management at varying levels
- Superior verbal and non-verbal communication skills
- Demonstrated ability to document high-quality work instructions and training materials
- Computer literacy and tech-savviness
- Good data analysis and interpretation skills
- Excellent time management and organisation skills
- Excellent interpersonal skills
- Good prioritisation skills
- Self-starter, ability to complete tasks autonomously
- Excellent team player.

Operational Requirements
- Must have flu and Covid-19 vaccination certificate
- Must maintain a valid Police Check.

Desirable:

Qualifications
- PROSCI or other relevant Change Management certifications
- Bachelor's degree in a relevant field such as business, organizational development, psychology or human resources.

Experience
- Proven experience in change management and training, preferably in a corporate environment.