Melton City Council

Change Management Lead

Position Description

PD: 00592

A vibrant, safe and liveable
City accessible to all

1. Position details

Position Title	Change Lead
Directorate	Office of the CEO
Business Unit	Transformation Office
Position Classification	Band 8
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Transformation Program Lead
Supervises	No ongoing reports – may supervise project based staff
Internal liaisons	- Staff - People leaders - Project staff and sponsors - People, Communications and Customer staff as well as Transformation office staff
External liaisons	- Networks - Consultants - Providers

3. Our Organisation

1. **Council Values**
   Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. **Occupational Health and Safety**
   Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. **Melton City Council Policies and Procedures**
   Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. **Child Safe Environment**
   Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each

employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. **General Information**
The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- The Change Lead is a critical position in the Transformation Office, supporting delivery of the workplace transformation plan, and ensuring readiness of the organisation's future ways of working in relation to customer and people experience.
- This role focuses on driving people change, including engagement and communication with project teams, SME's, staff, people leaders and sponsors.
- The role will be responsible for coordination of the change management working group and management and reporting against the master schedule for change management to the Transformation Steering Committee.

5. Key responsibility areas

- Partner with senior leadership and various program streams to develop cohesive change management plans including role plans and activity plans ensuring alignment to organisational goals and objectives.
- Regularly meet with the leaders of program streams to review and update status against plans, identifying challenges and recommending strategies for response
- Support sponsors to perform their roles effectively, including relationship management, structured meeting times, forward planning.
- Coordinate the change management working group, including scheduling and preparation of agendas, minutes and action items
- Support development of the change champion network, and engage with change roles in each program stream (where relevant).
- Define benefits of change, and set plans appropriately to allow reporting on measurement of benefits
- In consultation with the Transformation Program Lead and other leaders of program streams, identify strategies to reinforce change behaviour over time
- Create change close out approach to allow for transition to business as usual in relevant business unit and function.
- Lead the development and implementation of change management strategies and plans, identifying and managing dependencies across different workstreams.
- Manage risks and opportunities within change programs and projects and escalate these appropriately
- Create and deliver training programs to support the adoption of new processes and ways of working.
- Identify opportunities for process improvements and innovative approaches to change management practices.

6. Accountability and extent of authority

- Positions in this Band may manage resources and/or regulatory or specialist units and/or develop and interpret policy.

- In positions where the prime responsibility is for resource management the freedom to act is governed by broad goals, policies and budgets with periodic reviews to ensure conformity with those goals and a reporting mechanism to ensure adherence to budgets. Decisions and actions taken in this Band may have a substantial effect on the operational unit being managed or on the public perception of the wider organisation.
- In positions where the prime responsibility is to develop policy options and strategic plans, the freedom to act is wide and limited only to the areas nominated by employer and corporate management. The advice and counsel provided by these positions is relied upon for guidance and part-justification for adopting particular policies the impact of which may be substantial upon the organisation and/or the community.
- Exhibit a strong dedication to Work Health and Safety (WHS) accountability by adhering to pertinent WHS regulations, policies and procedures, actively fostering a secure work environment, and proactively mitigating potential workplace risks.

7. Judgement and decision making

- These positions generally involve both problem solving and policy development. Methods, procedures and processes are less well defined, and employees are expected to contribute to their development and adaptation. The work will typically require the identification and analysis of an unspecified range of options before a choice can be made. Employees at this level will identify and develop policy options in their own functional area for consideration and choice by their Manager or by employer.

8. Specialist skills and knowledge

- These positions require proficiency in the application of theoretical or scientific approaches in the search for solutions to new problems and opportunities which may be outside the original field of specialisation by the employee.
- An understanding is required of the long-term goals of the wider organisation and of its values and aspirations and of the legal and socioeconomic and political context in which it operates.
- A sound knowledge of budgeting and relevant accounting and financial procedures is essential except for specialist positions where such knowledge may not be required.

9. Management skills

- Management skills are required to achieve objectives and goals, taking account of organisational and external constraints and opportunities.

10. Interpersonal skills

- Positions require the ability to persuade, convince or negotiate with clients, members of the public, other employees, tribunals and persons in other organisations in the pursuit and achievement of specific and set objectives. Employees at this level must be able to lead, motivate and develop other employees.

11. Qualifications and experience

- Formal qualifications in business or a relevant field, with specific certifications in change management such as Prosci. Alternatively, may have lesser formal qualifications together with extensive specialist experience in change management

1. Formal qualifications relevant to change management, with Prosci certification highly regarded. Alternatively, may have lesser formal qualifications together with extensive specialist experience in change management and relevant certifications.

2. Demonstrated experience in supporting, engaging and influencing key stakeholders to achieve outcomes, including project teams, SME's, staff, people leaders and sponsors.

3. Highly experienced in leading the development and implementation of change management strategies and plans, identifying and managing dependencies across different workstreams.

4. Ability to create high level written reports and communications, including status reports, plans and committee presentations.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Head of People & Customer	April 2024	
Approved by Position Title	Date Approved	
Incumbent's name	Signature	Date