



# CHANGE & COMMUNICATIONS OFFICER

## POSITION PROFILE

Division	Corporate Support	Status	Fixed Term
Unit	Corporate Support	Salary Grade	Grade 9
Reports to	Change Manager	Reviewed	October 2021

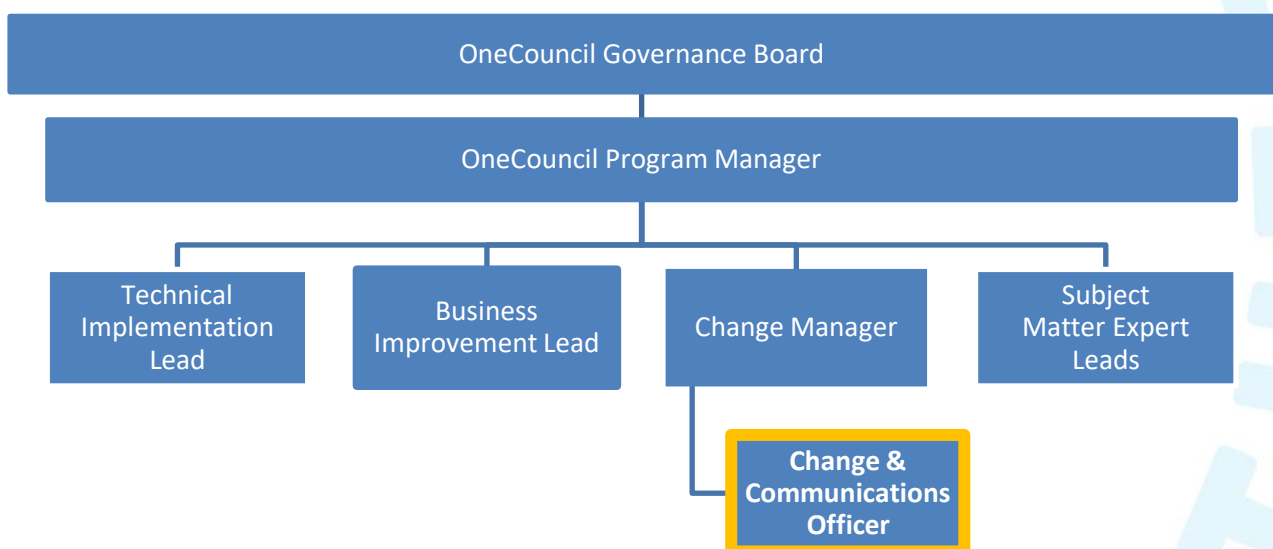
## POSITION PURPOSE

Council is embarking on an organisational transformation program, centred around the implementation of a new enterprise technology platform.

The Change & Communications Officer will work closely with the Change Manager, focusing on the people side of change. The Change & Communications Officer will contribute to the project team via creation and delivery of project communications, planning and delivery of training, and conducting change readiness assessments and impact analyses.

The Change & Communications Officer will build strong working partnerships with senior leaders, key business users, and other project stakeholders to ensure the organisation is well informed, change ready, trained, and engaged.

## ONECOUNCIL IMPLEMENTATION PROJECT GROUP STRUCTURE



## POSITION ACCOUNTABILITIES

- Actively contribute to the organisational change management stream of Council's OneCouncil Software-as-a-Service (SaaS) business transformation project.
- Assist relevant business and project stakeholders to create actionable change management plans, including communication plans, training plans and sponsor roadmaps.
- Planning, drafting and execution of project communications and engagement activities.
- Coordinate the design and delivery of key-user and end-user training programs in conjunction with the vendor and subject matter experts.
- Influence, collaborate, and maintain relationships with key business stakeholders to manage people impacts and achieve optimal results.
- Support the Change Manager in the provision of communication and change advice to executive and senior leadership, and the broader OneCouncil implementation team.
- Use initiative and resourcefulness to deliver timely and effective results with minimum supervision and to organise work within agreed timeframes.
- Monitor, track and report against targets in the approved project plans, including progress against project activities assigned to the Change Management stream.

## SELECTION CRITERIA / SUCCESS PROFILE

<b>Qualifications, Certificates or Licences</b>	Essential	<ul style="list-style-type: none"><li>▪ You will have tertiary qualifications in a relevant discipline such as communications, training and assessment, business administration; or equivalent experience.</li><li>▪ NSW Drivers Licence</li></ul>
<b>Experience or skills</b>	Essential	<ul style="list-style-type: none"><li>▪ You have relevant contemporary experience in communications and/or learning and development.</li><li>▪ You have experience working on large-scale organisational change programs.</li><li>▪ You have exceptional stakeholder engagement skills and a demonstrated ability to facilitate engaging workshops, presentations and training programs.</li><li>▪ You have a proven ability to adapt writing style to suit a wide range of publications and digital communications channels, including intranet, internal social channels and website.</li><li>▪ You are a self-starter, with strong time management skills and an ability to manage competing deadlines</li><li>▪ You are a team player and able to work collaboratively with and through others to achieve target results.</li></ul>

	Desirable	<ul style="list-style-type: none"> <li>Demonstrated ability in design and strong skills in Adobe design programs including InDesign, Illustrator and Photoshop.</li> </ul>
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## OUR VALUES



Behaviours	<ul style="list-style-type: none"> <li><b>Collaborate</b> - be open and welcoming, genuinely connect to others, include others, work together as one</li> <li><b>Achieve</b> - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day</li> <li><b>Respect</b> – be honest and trustworthy, do what you say you will put yourself in the other person's shoes, listen to what's important to others</li> <li><b>Evolve</b> – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker</li> </ul>
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## CORPORATE OBLIGATIONS

Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Delegations	Authority to operate within the Delegations attached to the position and acting within this authority.
Enterprise Content Management	Comply with Council's Enterprise Content Management Determination including creation of appropriate records in Council's records management

	system and proper custodianship of records to ensure against loss, removal or destruction
<b>Financial Management</b>	Managing expenditure within a budget, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters.
<b>Integrated Planning &amp; Reporting</b>	All employees must understand the integrated planning & reporting framework, the objectives and how they contribute to the long-term outcomes.
<b>Procurement</b>	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement
<b>Risk Management</b>	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
<b>Workplace Behaviour &amp; EEO</b>	All activities must comply with Council's Workplace Policies, Determinations and Guidelines.
<b>Workplace Health and Safety</b>	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.

## **SPECIFIC CONDITIONS OF EMPLOYMENT**

May be required to work additional hours to ensure availability of Council systems as and when required.