

Position Description



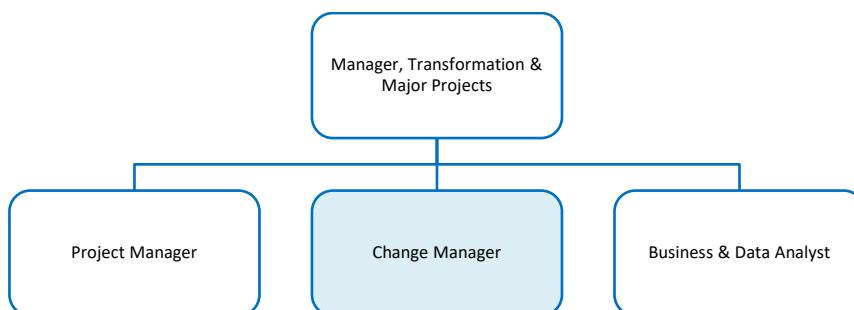
Change Manager

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|------------------------|--|--------------------------|----------|
| Tenure/Status: | Fixed Term, Full Time | Location: | Various |
| Classification: | Salary | Probation Period: | 6 months |
| Reporting to: | Manager, Transformation & Major Projects | Other: | |

Position Purpose

The Change Manager is responsible for assessing the impact of proposed changes and developing and delivering change interventions that enable the short and long term adoption of new processes, systems, and technology. This position will work closely with the project team and business representatives to ensure that AEIOU stakeholders feel engaged in the CIS project and well-prepared for a transition to a new CIS solution.

Reporting Relationships



Key Stakeholders

- Client Information System Product Support Specialist
- Financial Controller
- Revenue Accountant
- Project Manager
- Business & Data Analyst
- Family Support team (including Enrolments)
- Centre Managers
- Manager, Strategy, Partnerships & Growth
- Manager, Innovation & Clinical Design
- Other project team members

Responsibilities

| Area | Responsibilities |
|---|---|
| Positive child and family experience | <ul style="list-style-type: none"> • Ensure deep understanding of the client value chain and the ways in which the organisation can deliver a positive experience • Facilitate project activities and stakeholder engagement in the design of enhanced client experiences |
| Stakeholder mapping & engagement | <ul style="list-style-type: none"> • Build a comprehensive profile of primary and secondary stakeholders for the Client Information System (CIS) project that can be used for change and communication planning • Develop engagement plans for stakeholders including preferred channels and key topics • Collaborate with project team members (including the business analyst) to build key user stories to support early engagement activities • Report on the quality of stakeholder engagement and identify risks and mitigation strategies |
| Impact Assessment | <ul style="list-style-type: none"> • Learn the current and future state processes and technology solutions • Assess the impact of proposed changes to people and existing process and technology • Confirm legacy processes and technology and assist with decommissioning plans • Clearly document and categorise impacts to enable effective and efficient change and communication planning |
| Business readiness | <ul style="list-style-type: none"> • Collaborate with leaders and key stakeholders to develop change action plans to address impacts identified • Support leaders and project team members to deliver change action plans and respond to resistance with highly customised interventions • Establish and support a Change Network to 'Champion' the change, ensuring adoption remains high in the short and long-term. • Build collateral that helps to explain key changes and when they will occur |
| Communication | <ul style="list-style-type: none"> • Develop timely and relevant communication plans in alignment with the project plan • Collaborate with internal teams to clearly articulate the rationale for change • Build key messages that are relevant to the current organisational climate and reference key business planning outcomes (including digital transformation outcomes) • Coach Change Sponsors on messaging and influence and behaviour modelling for their teams • Support leaders to deliver key communication updates to their teams (including forums and workshops) |
| Training & Education | <ul style="list-style-type: none"> • Assess training needs and develop a modularised curriculum based on roles • Develop and document an agreed training approach in collaboration with the People, Culture & Safety team • Leverage current training modules and templates to build new training materials for medium and high impact stakeholders (with SME support and input) • Create learner records to track and manage training attendance & assessment • Develop core education materials to support teams with their own preparation activities |
| Project management | <ul style="list-style-type: none"> • Provide input into project plans and regular project reporting of risks, issues, and dependencies • Provide local level project management of workshops and forums • Collaborate with the project team (including the Project Manager and Business Analyst) to coordinate key outcomes in alignment with the project plan / key milestones • Support the closure of the project and ensure the client can transition to business-as-usual |

Organisational responsibilities

- Role model AEIOU values and demonstrate excellence in professional practice and ethical behaviour
- Comply with AEIOU policies and procedures, including:
 - Workplace, Health and Safety directives and practices
 - Employee Code of Conduct – ensuring that conduct reflects our commitment to a workplace that is free from harassment and inclusive.
- Use AEIOU resources and equipment efficiently, economically, and honestly

Selection Criteria

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| Preferred qualification(s): <ul style="list-style-type: none"> • Bachelor of Business or similar tertiary qualification (mandatory) • Change management certification (preferred) | Essential licence(s): <ul style="list-style-type: none"> • QLD: Ability to obtain Positive Blue Card • SA: Positive Working with Children Check • ACT: Positive Working with vulnerable people (WWVP) registration • NDIS Worker Screening Check • COVID Vaccinations |
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Job Knowledge / Ability

- Exceptional interpersonal and facilitation skills
- Knowledge of visualization and process mapping methodology
- Knowledge of client information/relationship management systems (preferably Salesforce, Lumary)
- Advanced digital practice capability
- Experience with Agile, Waterfall or Hybrid project methodologies
- Knowledge of NDIS client and funding landscape
- Knowledge of Child Care sector
- Minimum of 2 years' experience in a similar role

Competencies

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|--------------------------------|---|
| Communication | Well-developed interpersonal, oral, and written communication skills including documentation of work and preparation of reports; all communication is completed in a professional and polite manner |
| Teamwork | Promote cooperation and commitment within the team to achieve goals and deliverables. |
| Planning and organising | Plan, anticipate and organise work in support of achieving priorities; prepare for events ensuring resources are available and adapt to potential changes to facilitate outcomes |
| Initiative | Exemplify personal drive and integrity – take personal responsibility for meeting objectives, showing initiative, and committing energy to see that goals are achieved |
| Time Management | Adopt an efficient, effective and systematic approach to daily workload management |

