

POSITION DESCRIPTION

Title:	Change Management Advisor
Group:	Organisational Performance
Reports to:	Group Manager Organisational Performance
Grade:	18
Position Allowances:	Nil
Hours:	35 hours per week
Number of Direct Reports:	Nil
Number of Indirect Reports:	Nil
Vehicle:	No
Position Code:	51004
Pre-placement Medical:	Low Risk – Not required.
National Police History Check:	Not Required
WWCC Check:	Not Required
Date Developed:	21 August 2017

Position Purpose

To deliver effective change management across the organisation. Develop, implement and reinforce the organisation's vision, values, culture and desired behaviours.

Qualifications and Experience

(Minimum required/essential for success in the job)

Essential:

- Tertiary qualifications in change management along with demonstrated experience within this field.
- Demonstrated knowledge of change management principles and methodologies.
- Demonstrated strong interpersonal skills, including the ability to develop professional working relationships.
- High level of communication skills with the ability to clearly convey information and ideas through a variety of channels and individuals.
- Ability to set priorities, manage competing demands, plan and organise own work to ensure objectives are met.
- Demonstrated leadership, people management skills and ability to work as part of a team.
- Experience in using a quality management system or other business improvement initiatives.

Desirable:

- Knowledge of Local Government structure and operations.
- Knowledge of Council's Technology One Performance Planning System.
- Demonstrated management skills and knowledge.

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

Provide change management leadership and expert advice

- Provide strategic change management advice and support to all levels of management throughout Council.
- Facilitate regular and effective communication to the Senior Management Team.
- Work in collaboration with the Senior Management Team to engage staff in change processes and provide support and coaching to ensure successful implementation of change initiatives across Council.
- Design, implement and conduct change management activities and conduct workshops across various sections of Council.
- Develop, drive and implement change management programs across Council. Identify barriers to change and implement strategies to address these barriers.

Manage and collaborate with teams and individuals to ensure that change management deliverables and milestones are achieved

- Actively engage in staff relationships across Council, to enable development and implementation of change management across all work areas
- Work with all directorates to manage the culture change associated with the implementation of change programs and Council Integrated Planning and Reporting (IP&R) suite of documents.

Provide cultural improvement leadership across Council

- Develop, implement and reinforce the organisation's vision, values, culture and desired behaviours
- Drive organisational and cultural improvement behaviours to support the provision of services across Council to deliver benefits for Councillors, Community, Customers and Council
- Deliver continuous improvement outcomes to ensure change management occurs across all sections of Council.
- Facilitate effective delivery of sustainable business practices while implementing positive behavioral change for the organisation

Support and promote the integrity and reputation of Council

- Adhere to the values of Council in all work related business
- Support the provision of services with consideration to Councillors, Community, Customers and Council
- Demonstrate a commitment to quality customer service
- Comply with all of Council's policies and procedures

- Ensure compliance with all relevant legislation, policy and procedures
- Assist the Organisational Performance Team and Group Manager Organisational Performance as required

Work Health & Safety

- Required to take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff
- Report any unsafe conditions that are identified
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Accountability and Behaviours

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.
- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.
- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

Organisational Values

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.
- Apply and demonstrate the four principles that together form the focus of the organisation, namely the 4C's: Community, Councillors, Customer and Council.