



<b>Title</b>	Change Manager	<b>Classification</b>	Level 6
<b>Number</b>	Generic	<b>Group</b>	Corporate Support
<b>Reports to</b>	Head of Enterprise Change and Engagement	<b>Division</b>	Transformation Management Office
<b>Supervises</b>	0	<b>Section</b>	Enterprise Change and Engagement

## Commission Overview

The Insurance Commission of Western Australia (Insurance Commission) is a Government Trading Enterprise that provides motor injury insurance to Western Australian motorists and manages the self-insurance arrangements of the Western Australian Government through its Government Insurance division. The Insurance Commission also invests and manages funds to meet insurance liabilities, and advises Government on insurance.

## Our Values

We are committed to a high performance culture which values accountability, professional integrity and respect.

## Business Unit Overview

The Transformation business unit provides strategic leadership in organisational transformation and associated change management initiatives, and data strategy.

## Position Overview

Delivers change activities across allocated projects and initiatives to ensure stakeholders are prepared, supported, and engaged throughout the change lifecycle. The role supports Senior Change Managers and the Head of Enterprise Change & Engagement in applying consistent change methodologies and contributing to organisational transformation outcomes.

## Position Responsibilities

### Change Delivery

- Plan and execute change management activities including impact assessments, communications, training support, and readiness assessments.
- Support integration of change activities into project schedules.
- Track stakeholder feedback, adoption progress, and issues for escalation.

### Stakeholder Engagement & Communication

- Develop stakeholder maps and engagement plans.



- Draft and deliver targeted communication materials.
- Facilitate workshops, briefings, and feedback sessions.

### **Methodology & Documentation**

- Apply the organisation's change management framework and ensure documentation is accurate and complete.
- Support evaluation of change outcomes and lessons learned.

### **Team Support**

- Work collaboratively within the change team and support knowledge sharing.
  - Provide day-to-day guidance to the Engagement Officer supporting assigned initiatives and review draft communications for accuracy and alignment to the change approach.
  - Contribute to uplift of organisational change maturity by modelling best practice behaviours.
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### **Corporate Responsibilities**

- Exhibits accountability, professional integrity and respect consistent with the Insurance Commission's Values and Code of Conduct, and the public sector Code of Ethics.
  - Ensures all correspondence is to a professional standard consistent with the style guide.
  - Performs other duties as directed.
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### **Work Related Requirements (Selection Criteria)**

Capability to:

1. Deliver change management activities across complex projects and initiatives, applying structured methodologies to drive stakeholder readiness, engagement and adoption.
  2. Communicate with influence using strong verbal and written communication skills, including the ability to translate complex information, facilitate discussions, and support decision-making across diverse stakeholder groups.
  3. Manage and prioritise multiple workstreams in a dynamic environment, demonstrating sound judgement, resilience and the ability to adapt to shifting priorities and project demands.
  4. Effectively use and adapt change management tools, templates and digital platforms to support planning, analysis, communication, engagement and reporting, and to contribute to continuous improvement of change practices.
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### **Pre-employment requirements**

- A satisfactory National Police Clearance no more than six months old
  - 100 point identity check
  - Satisfactory evidence of Australian residency status or the right to work in Australia
  - Satisfactory evidence of essential qualifications or Professional Memberships (where applicable)
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### **Award/Agreement**

Government Officers (Insurance Commission of Western Australia) Award 1987

Government Officers (Insurance Commission of Western Australia) General Agreement 2024

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### **Certification**

Approved by the delegated authority and registered on:

12 February 2026