



Job Description Form

Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

Position Title

Change Management Lead

Level

6

Position Number

35428

Division/Directorate

Network and Infrastructure

Branch/Section

Operational Systems and Technology

Effective Date

September 2021

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Program Manager Business Transformation and Technology, Level 8

Subordinate: No Direct Reports

Key role of this position

Responsible for the implementing and delivering effective change management across projects within the Branch, supporting project managers with change management requirements, initiatives and communication to ensure positive project implementation is achieved through strong change management practices.

Core duties and responsibilities

Management and General Business

- Contributes to both the Branch operational performance and the delivery of Programs and Projects leading to the effective delivery of services for the Public Transport Authority (PTA).
- Contributes to the branch engagement and performance by providing ideas and opinions for improvement; delivering against Divisional and Branch objectives and management expectations, maintaining and developing competence whilst supporting the development of others.
- Contributes to developing a positive safety culture by contributing ideas and opinions for continuous improvement in workplace safety and ensuring works personally carried out comply with PTA requirements and other legislative requirements.
- Provides support and contributes to branch delivery, such as financial management, risk management, performance reporting and continuous improvements to ensure the branch delivers in accordance with PTA requirements.

Operational Management

- Provides expert advice and undertakes research and analysis on the development of business impact assessments and change management plans to the support branch project managers and other stakeholders; coordinating, tracking and evaluating change management activities.

- Maintains an overview of change programs and assists in planning for the management of change affecting staff and stakeholders identifying, assessing and reporting possible change risks or issues, as well as recommending treatment strategies.
- Contributes to the development of policies, procedures, templates and models with particular focus on a Change Management Framework and other associated documentation, ensuring appropriate governance and controls are in place within the to manage good practice, non-compliances and deviations from requirements.
- Develops and maintains effective relationships with internal and external stakeholders to optimise and facilitate successful project outcomes.

SELECTION CRITERIA

1. Core Competencies

- Substantial knowledge, understanding and experience of change management.
- Demonstrated experience in leading change management in large organisations or across multiple complex engineering or technology-based projects.
- Demonstrated experience in training or developing others in change management techniques and principles.

2. Management and Leadership

- Well-developed management and leadership skills, including the ability to provide direction to others.

3. Communication and Interpersonal

- Highly developed written, verbal and interpersonal communication skills, including the ability to work with and positively influence colleagues in a multi-disciplinary environment.
- Demonstrated ability in providing effective change management advice to senior management and to internal stakeholders.

4. Conceptual, Analytical and Problem Solving

- Well-developed conceptual and analytical skills including the ability to provide innovative thinking in identifying solutions to complex business problems.
- Demonstrated ability to identify potential issues/ problems and identify solutions for rectification.

5. Organisation

- Well-developed time management, planning and organisation skills and ability to effectively deal with competing demands to meet deadlines.

6. Computer Literacy

- Demonstrated ability to competently use MS Office and relevant computer software packages at an intermediate level

7. Personal Attributes

- Demonstrates self-awareness, insight, astuteness and strong commitment to:
 - Safety Leadership
 - Personal development.
 - Developing others

8. Special Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate, dated 3 months or less from the date of application for the position.
- Ability to work some extended hours when required

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Managing Director / Executive Director / General Manager

.....
Signature

.....
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....
Signature

.....
Date