# Job Description Form – ICT Change Manager

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| **Position number:** | 16388 | **Classification:** | Level 6 |
| **Division:** | Corporate Services | **Branch/section:** | Digital and Technology Services |
| **Reports to:** | 16340 – Manager Business Engagement | **Direct reports:** | Nil |

## About the Department

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| Mission | Vision | Values |
| To lead the public sector in community – focused delivery with a high performing organisation and thriving workforce. | Western Australia is celebrated as the best place to live in Australia. | Respectable  Accountable  Responsive  Open-minded  Integrity |

## Context

## The Corporate Services team includes human resources, payroll, business operations and digital and technology services. It helps the Department of Local Government, Sport and Cultural Industries to reach its mission to enable dynamic and inclusive communities and support the WA economy through effective regulation and the facilitation of outstanding sporting and cultural experiences and opportunities.

## Position purpose

Responsible for managing change across Business Areas related to ICT project work and continuous improvements within ICT (DaTS). Develops and delivers change management plans, including change impact assessments, communication plans, and lessons learned. This position manages various stakeholders across the department and identifies when change interventions are necessary.

## Responsibilities

1. Change Management:
   * Manages and facilitates all aspects of ICT business change activities, including change identification, planning, development, and delivery.
   * Develops plans with business leads and service providers, coordinates resources, manages change budgets, and meets reporting requirements for quality project outcomes.
   * Monitors and evaluates ICT business change implementation, including risk management, benefits realization, impact assessment, and quality measures.
   * Coordinates and governs change activities within projects or initiatives, ensuring compliance with quality requirements and successful delivery of key milestones.
   * Works with staff to ensure ICT projects comply with organizational standards, processes, and quality management initiatives.
   * Fosters a culture of quality management regarding project outcomes and continual improvement.
   * Prepares briefing packs to up-skill change agents on key changes and impacts of the Digital transformation.
2. Stakeholder Engagement:
   * Provides advice and information to management and stakeholders on emerging business change issues and progress.
   * Establishes and maintains stakeholder relationships through effective communication, negotiation, and issues management.
   * Builds collaborative relationships with team members, internal stakeholders, and external partners.
   * Other duties, as required that fall within the parameters of the position.

## Work related requirements

This section outlines the necessary minimum requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position.

### Essential

1. Demonstrated experience in leading change management in a complex technology-based environment.
2. Demonstrated experience with the application and understanding of Organisational Change, Management Strategies and Methodologies.
3. Strong understanding of project management approaches, tools, and phases of the project lifecycle.
4. Highly developed conceptual and analytical skills to solve complex problems with the ability to link operational tasks to organisational goals and strategies.
5. Proven ability to develop and maintain strong relationships with key stakeholders, ensuring effective communication and understanding of business priorities.
6. Highly developed verbal, written and interpersonal communication skills, including the ability to liaise, consult and negotiate with a range of stakeholders in a variety of contexts.

Desirable

1. Experience with models such as Prosci, PCI or ADKAR Model

## Pre-employment requirements

All department positions require a current Criminal History Check (National Police Certificate or equivalent) and 100-point Identification Check prior to commencement.

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| Registration date | 5 August 2024 |