

POSITION DESCRIPTION

POSITION TITLE:	Change Analyst – Digital Transformation
POSITION NO:	103247
DIVISION:	Customer & Strategy
DEPARTMENT:	Digital Transformation
SECTION:	Digital Transformation
STATUS:	Full Time
CLASSIFICATION:	Band 7
OCCUPANT:	Vacant
LOCATION:	Various locations across the municipality
DATE:	March 2024

POSITION OBJECTIVES:

The Change Analyst will support the Change Manager in delivering end-to-end organisational change management across the Council. This role involves conducting change impact assessments, stakeholder analysis, and developing comprehensive change management plans to ensure smooth transitions and adoption of changes within the business.

Additionally, the role is responsible for supporting end-user training is tailored to individual roles and functions, ensuring its relevance and effectiveness. Collaborating with organisational capabilities in People & Culture, the Change Manager develops a long-term training strategy to ensure that training assets remain relevant and are centrally managed for future use.

The key objectives of the position are:

Change Management Support:

- Conduct change impact assessments to identify the effects of proposed changes on various business areas.
- Develop and document change management plans, including stakeholder engagement plans, communication strategies, and training materials.
- Assist in the creation and execution of change readiness assessments and adoption monitoring activities.
- Provide detailed analysis and reporting on change initiatives and their impacts on business processes.

Communications Support

- Monitor and improve the performance of communication activities against strategic priorities and Transformation objectives, in line with best practice tools and techniques.
- Contribute to the development of high-level narratives, ensuring strong and consistent key messaging across all communications activities.
- Communication Planning: Collaborate with the Change Manager to develop and implement comprehensive communication plans for the program. Align communication strategies with change management objectives to ensure a synchronized approach.
- Message Development: Create clear, concise, and compelling messages related to the program. Ensure messaging is aligned with organizational goals, project objectives, and the overall change narrative. Tailor messages for different audiences.
- Communication Channels Management: Oversee and manage various communication channels, including email, intranet, newsletters, and other relevant platforms. Ensure timely and relevant distribution of information to keep stakeholders informed and engaged.
- Content Creation: Develop written and visual content to support communication initiatives, such as articles, presentations, infographics, and FAQs. Ensure that communication materials are accessible, engaging, and aligned with the program's goals.
- Change Campaigns: Collaborate with the Change Manager to design and implement change campaigns that promote a positive attitude towards the program. Leverage creative communication strategies to drive awareness and acceptance of changes.

Stakeholder Engagement:

- Identify key stakeholders affected by change initiatives and develop strategies to gain their buy-in and support.
- Facilitate stakeholder engagement activities, including workshops and meetings, to ensure alignment and support for change initiatives.
- Maintain effective communication with stakeholders to manage expectations and address concerns.

Communication and Training:

- Support the development and delivery of communication materials to ensure stakeholders are informed and engaged throughout the change process.
- Assist in designing and delivering training programs to prepare employees for upcoming changes.
- Develop and maintain FAQs, newsletters, and other communication tools to support change initiatives.

Risk and Issue Management:

- Identify and escalate risks and issues related to change initiatives that may impact project timelines or outcomes.
- Develop mitigation strategies to address identified risks and issues.

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- Monitor the progress of change initiatives and report on any deviations from the planned approach.

Continuous Improvement:

- Support the identification of opportunities for process improvements and efficiency enhancements within change management activities.
- Contribute to the development of best practices and tools for change management within the Council.

Supporting Change Capability Build

- Support the build of change management capability within the Council and mentoring and guiding other change subject matter experts
- Contribute to the hands-on development of change products for the organisation, to build broad capability in undertaking change across our people
- Maintain business involvement in change management activities by sustaining productive partnerships and working relationships

ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Change and Communications Manager
Supervises:	NA
Internal Contacts:	Executive Leadership Team, Service Managers, Technology Professionals, Departmental SME's and Officers
External Contacts:	External service providers, partners, and networks.

ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

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OUR VALUES

At Hume City Council, our Values underpin everything that we do.

	<p>We're better, every day</p> <p>We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.</p>
	<p>We're in it together</p> <p>At Hume, everyone matters. We welcome and include all. Respect and safety are expected.</p>
	<p>We show up</p> <p>We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.</p>
	<p>All for Hume</p> <p>We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.</p>

WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.

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- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

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POLICE CHECK:

The incumbent must have and maintain a current Police Check

WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check ☐ YES ☒ NO

PRE-EMPLOYMENT MEDICAL CHECK

- The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) ☐ YES ☒ NO
- The incumbent must undergo a Pre-Employment Audio Test ☐ YES ☒ NO

PSYCHOMETRIC ASSESSMENT

The incumbent must undergo a series of psychometric assessments (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position ☐ YES ☒ NO

OTHER DUTIES

Responsibilities and duties included in this position description are subject to the *Multi-skilling* provisions of the *Hume City Council Enterprise Agreement* as varied from time to time.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Understanding the strategic direction, delivery mechanisms and operations of the organisation, and plan, develop, and deliver enabling solutions which benefit our Customers and Council.
- Applying appropriate practices, including prescribed methods, techniques, tools and templates, within the business analysis, and project management frameworks.
- Contributing to the development of Humes business analysis framework, knowledge, tools, and techniques in collaboration with our Organisational Performance and Strategy, Information Technology and Customer Experience teams.
- The identification of business rules and requirements to inform the configuration of our enabling technology, developing and maintaining detailed documentation of business requirements, processes, and functional specifications.
- Manage stakeholder expectations and service acceptance during testing and oversee issues through to resolution.
- Input to and maintenance of enterprise and service level process maps, informing Councils operating model and enterprise architecture.
- Displaying and promoting Our Hume Values and Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.

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JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- Making decisions based on business analysis expertise to assist stakeholders in realising their objectives.
- Formulating work practices through a combination of industry best practice, stakeholder needs, organisational procedures, vendor recommendations and previous experience.
- Making decisions on work priorities and timeframes following the program plans and operational levels of service, supervisor direction and stakeholder needs.
- Developing and managing systems, procedures, and processes to support the successful delivery of the program and its adoption by Council with a high degree independent problem solving, making decisions in line with the responsibility of this position.
- Deciding on escalating business analysis issues using experience and expertise within existing Council and program procedures.
- Adopting an objective balanced approach in dealing with conflicting perspectives and exercising judgment in achieving resolutions and achieving Council corporate goals and program objectives.
- Understanding the internal and external environment in which Council manages its staff and demonstrate high levels of negotiation skills, in an environment that is often complex and ambiguous, to achieve Council's objectives.
- Capture, formulate, and record knowledge, promote ideas and contribute to innovations.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Demonstrated experience as a Change Analyst or similar role, in a fast-paced business environment.
- Exceptional analytical, conceptual, and problem-solving skills with a keen attention to detail.
- Proficient in service demand modelling, analysing impacts to services and formulating a clear understanding for the relevant stakeholders.
- Ability to analyse complex data sets and translate findings into actional insights.
- Proficient in facilitating workshops, opportunity exploration and issue resolution, understanding and processing user requirements and conducting analysis.
- Proficient in stakeholder engagement and management, creating rapport and representing the transformation program in a trustworthy manner.
- Proficient in the elicitation, analysis, specification and validation of requirements and constraints, and negotiation of trade-offs that are acceptable to key stakeholders and within budgetary, technical, regulatory, and other constraints.
- Demonstrated experience in business processes modelling techniques and enabling software applications.

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- Proficient in applying information security, knowledge processing, and governance controls, such as recording and reporting, into work practices.
- Knowledge of service management practices, including the software development lifecycle and various development methodologies such as waterfall and agile.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrated ability to work with limited supervision.
- Demonstrated ability to participate in project teams and work in a multi-disciplinary team environment.
- Experience in contributing to high performing and effective teams to support the delivery of successful outcomes.
- Prioritise own work to ensure timeframes meet the competing expectations of the program, stakeholder and supervisor needs.
- Assess the impact on stakeholder resources for given change initiatives and manage supplier relationships accordingly.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Well-developed facilitation and communication skills with a demonstrated ability to establish productive relationships with internal and external stakeholders.
- Well-developed cooperation skills to gain stakeholder trust and alignment to organisation direction and change initiatives.
- Well-developed written communication skills to produce correspondence, reports and presentations.
- Aptness for 'storytelling'; framing important information into easy-to-understand messages that will inform its audience.
- Strong relation-building and collaboration skills, both internal and external, create successful results.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Bachelor's degree in Business Administration, or Certification in Change Management (e.g., Prosci, APMG).
- Minimum of 3 years of experience in a change management or similar role.
- Demonstrated knowledge of change management principles, methodologies, and tools.
- Strong analytical and problem-solving skills.
- Excellent written and verbal communication skills.
- Proven ability to build and maintain strong relationships with stakeholders at all levels of the organisation.

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- Experience in conducting change impact assessments and developing change management plans.
- Certification in Change Management (e.g., Prosci, APMG).
- Experience working in local government or public sector environments.
- Familiarity with project management approaches, tools, and phases of the project lifecycle.

TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
– below 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Manual handling frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive manual work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive bending/twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Using hand tools – vibration/powered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating precision machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing safety shoes/boots (steel cap) / gum boots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing other relevant PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in dusty conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in wet/slippy conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with chemicals/solvents/detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Washing hands with soap (hygiene)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working at heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in chillers (+4 degrees C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Performing clerical duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working on a keyboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other special features After hours and weekend may occasionally be required in order to support the successful delivery of the programs milestones and outputs.				

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VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

AGREEMENT:

I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook and I agree to abide by the terms and conditions stipulated therein.

Name (Please print):

Signature:

Date:

SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. **Experience in Change Management for Digital Transformations:** Demonstrated experience in supporting change management initiatives within large-scale digital ERP programs. Ability to assess and address the impact of change on stakeholders and ensure smooth transitions.
2. **Stakeholder Engagement and Communication Skills:** Strong ability to engage with a diverse range of stakeholders, including executives, project teams, and end-users. Excellent communication skills, both written and verbal, with the ability to tailor messages to different audiences.
3. **Data Analysis and Reporting:** Proficiency in analysing change impacts, identifying potential risks, and providing data-driven insights. Experience in creating comprehensive reports and dashboards that track progress, adoption rates, and areas requiring further intervention.
4. **Familiarity with ERP Systems and Processes:** In-depth understanding of ERP systems, particularly in how process changes impact the business. Experience with specific ERP platforms, such as TechnologyOne, SAP, or Oracle, is highly desirable.
5. **Problem-Solving and Adaptability:** Proven ability to manage change-related challenges and find innovative solutions. Adaptability to work in a dynamic environment where priorities may shift, and the ability to pivot strategies as required.

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