

Position Description

Position Title	Senior Change Advisor
Directorate	Office of CEO
Business Unit/s	Strategy & Performance
Reports to	Strategic Change Service Lead
Classification	Level 9 – Inside Workforce Agreement

Organisational Overview

The City of Stirling (the City) is located eight kilometres north of Perth's central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 243,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1,600 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

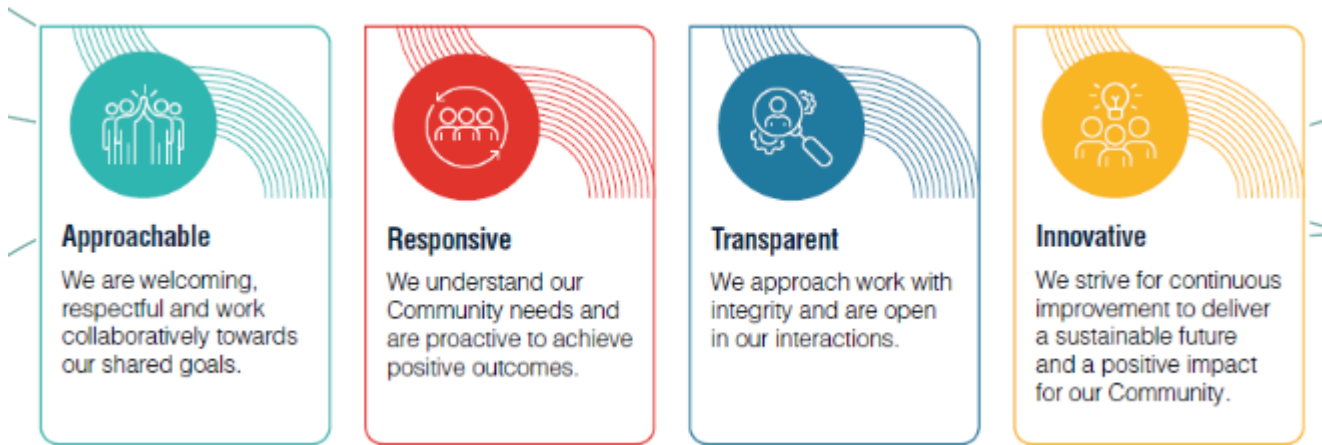
Values

The City of Stirling's core values are:

- Approachable
- Transparent
- Responsive
- Innovative

Reporting Relationships

This position reports to Strategic Change Lead.



Business Unit Purpose

To provide high-level strategic planning, leadership and direction for the City, supporting achievement of a more sustainable organisation and community – socially, environmentally and economically through the Integrated Planning and Reporting Framework. Enables the achievement of performance outcomes for the City as well as a coordinated approach to corporate planning, reporting, monitoring and performance to deliver long term financial sustainability.

Position Overview

This position leads and executes transformation activities across technology and organisational change initiatives/projects relevant to processes by partnering with other Directorates and Business Units to achieve a desired outcome. Key stakeholders include the ICT Project Management Office and Business Solutions Teams, People, Strategy and Performance, Directorates and Business Units.

This position deploys the entire suite of change management activities in line with the City's Change Management Framework and Approach with a key focus on benefits realisation for programs and projects.

The position ensures impacted users and stakeholders are prepared to receive and adopt change from a people/process/system perspective by enabling business readiness and successful adoption of new ways of working. Finally, the role provides strategic change advice to leadership where applicable.

Position Objectives

- Executes the development and delivery of all aspects of the change management strategy / approach (including business readiness, benefits realisation, communications, organisational change management plans, learning strategy, stakeholder management, Change Impact Assessments and more) to implement business change.
- Manages the effective sequencing, prioritisation and cross-program, multi-stream change impact coordination through the utilisation of the enterprise change impact heat map to ensure effective delivery.

- Identifies and effectively manages change management risks and issues during the business readiness window, this includes preparing stakeholders for new system/process change and behavioural change in terms of a customer focus.
- Ensures the change approach is aligned with internal and external Corporate Strategies and priorities.
- Leads the development and facilitation of learning and adoption including development of communication plans and change materials.
- Provide regular and meaningful reports to Leaders on the delivery of change management plans within projects and programmes of work. Solicit feedback from stakeholders to determine the success of change management activities and ensure that behavioural changes align with strategic objectives.
- Provides detailed updates and reporting on project / initiative schedule changes.
- Provides detailed progress updates to the Steering Committee meetings across technology projects.
- Leads change management discussions by participating and representing in various project meetings and activities.
- Coordinates events, marketing and communication activities both externally for our residents/customers and internal stakeholders.
- Updates the internal website and ensures information is updated in a timely manner to reflect the progress of the project / initiative and associated changes.
- Identifies and implements change related improvement opportunities.
- Executes project learning and adoption by providing input and advice on the design and delivery of learning activities.
- Monitor and report issues and anticipated resistance including the analysis and assessment of date and insights derived through adoption and change readiness surveys.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
Relevant tertiary qualification or relevant work experience that could be equated to tertiary qualifications. Prosci, Lean and/or Agile Change qualifications.	Essential
Knowledge, Skills, Experience & Abilities	
Previous experience leading complex and multifaceted change management on technology programs and other organisation wide projects relating to process change.	Essential
Excellent verbal and written communication (including facilitation and copy-writing skills) with highly developed interpersonal skills.	Essential
A strong and genuine commitment to the provision of customer service excellence.	Essential
Strong capabilities in managing internal and external stakeholders at all levels.	Essential
Ability to influence and negotiate effectively.	Essential
Significant experience in reviewing and analysing data to make recommendations.	Essential
High levels of initiative, proactive problem-solving skills and leading by example to drive change and achieve continuous improvement.	Essential
Previous experience leading managing change for technology, system projects and organisationwide change relating to processes.	Essential
Significant experience developing detailed change impact assessments and deployment critical business readiness activities.	Essential
Experience working alongside or within a program/project management office	Essential
Previous experience in local government.	Desirable
Other	
National Police Clearance (under 3 months).	Essential
Current Driver's Licence	Essential

Office use only

Position Creation Date	Date	1 July 2021	Officer	Manager Strategy & Performance
Last reviewed/Modified	Date	6 July 2026	Officer	Manager Strategy & Performance, CPO