

# Position Description

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<b>Position Title</b>	Change Advisor
<b>Position Number</b>	TPLO07
<b>Directorate</b>	Office of CEO
<b>Business Unit/s</b>	Strategy & Performance
<b>Reports to</b>	Strategic Change Service Lead
<b>Classification</b>	Level 8 – Inside Workforce Agreement

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## Organisational Overview

The City of Stirling 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 220,000 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 1200 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
- Responsive
- Transparent
- Innovative




**Approachable**

We are welcoming, respectful and work collaboratively towards our shared goals.



**Responsive**

We understand our Community needs and are proactive to achieve positive outcomes.



**Transparent**

We approach work with integrity and are open in our interactions.



**Innovative**

We strive for continuous improvement to deliver a sustainable future and a positive impact for our Community.

## Reporting Relationships

This position reports to 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 coordinates and executes change management across technology and other initiatives/projects 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.

The position ensures stakeholders are prepared to receive the change (both from a process/technical and a behavioural viewpoint) and understand the benefits associated with the change and how this will positively impact on the City's operations. This position deploys the entire suite of change activities in line with the City's Change Management Framework and Approach.

## Position Objectives

- Executes the development and delivery of all aspects of the change management strategy / approach (including communication management plan, organisational change management plan, training schedules, stakeholder management plan etc.) to implement business change.
- Identifies opportunities and risks involved in the readiness approach, 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.
- 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.
- Actively participates and represents the project / initiative in relevant 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 working on technology projects and applying change management tools and lean/agile change methodologies	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
Ability to develop positive working relationships and communicate, influence and negotiate effectively at all levels with internal and external stakeholders.	Essential
Ability to review and analyse data to make recommendations.	Essential
Ability to demonstrate a high level of initiative, proactive problem-solving skills and lead by example to drive change and achieve continuous improvement.	Essential
Previous experience managing change for technology, system projects.	Essential
Previous experience carrying out change management on an ERP implementation.	Essential
Previous experience in local government.	Desirable
<b>Other</b>	
National Police Clearance (under 3 months).	Essential
Current Driver's Licence	Essential

**Office use only**

<b>Position Creation Date</b>	Date	1 July 2021	<b>Officer</b>	Manager Strategy & Performance
<b>Last reviewed/Modified</b>	Date	10 November 2025	<b>Officer</b>	Strategic Change Service Lead