



ASO6 Business Change Analyst Policing Systems Uplift Program Program Delivery Information Systems and Technology Service

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

The Information Systems and Technology (IS&T) Service supports the frontline policing and corporate operations of SAPOL through the provision of ICT infrastructure and communication platforms, operational software applications, and support services. The Service is responsible for driving the ongoing evolution of ICT capability across SAPOL, through the delivery of high-quality ICT change programs. The Service is structured across four core pillars: Strategy, Innovation and Engagement; Program Delivery; Operational Services; and Security and Assurance. The Service extends from traditional ICT services to encompass a specialist radio and technology capability, including laser and radar calibration services.

The Business Change Analyst is responsible for undertaking and coordinating a complex range of change management functions that ensure the successful delivery of IS&T projects and initiatives. This includes working closely with individuals and teams across SAPOL to prepare and support them with changes associated with implementation of new or improved systems and technology. The role will work collaboratively with IS&T staff to ensure successful project implementation.

Service

Integrity

Leadership

Collaboration

Courage

Respect



Special Conditions

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| Work Status | The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent. |
| Location | Adelaide CBD |
| Qualifications | N/A. |
| Out of Hours Work | Some out of hours work may be required. |
| Travel | Some intrastate and interstate travel may be required. |
| Performance Management | The incumbent is required to participate in SAPOL's iEngage program. |

Reporting / Working Relationships

The Business Change Analyst reports to the Portfolio Manager and liaises with IS&T and business managers, technical staff and key user representatives on the implementation of systems and services and liaises across IS&T branches and projects to ensure that solutions are delivered to successfully adopted by the business.

KEY OUTCOMES

- Coordinate and control a program of change management planning activities for assigned IS&T projects, by:
 - Identifying and understanding complex business impacts through initiating and managing engagement with stakeholders and using this as the foundation for planning activities.
 - Identifying business impacts and change activities for the project that are required to support business areas through the change.
 - Working closely with the Portfolio Management Office to coordinate and ensure the integration of business impacting activities with other projects.
 - Identifying and coordinating business engagement projects and activities across SAPOL to improve awareness and commitment to the change through working closely with project managers.
- Ensure the successful adoption of projects by:
 - Coordinating and monitoring the delivery of change activities, including delivery of the change work as per agreed plans.
 - Provide expert advice into, and supporting the assessment of, the organisational readiness for the changes being implemented including the project business readiness checklist;
 - Providing expert advice into training and documentation requirements and supporting the design and delivery of training programs.
 - Providing support for business owners to communicate changes to their own teams through coaching and uplifting change leadership capability.
 - Providing advice on the change components of workforce planning, analysis and design.
 - Coordinating and supporting people change activities and requirements and working collaboratively with the Human Resources Management Branch as relevant.
 - Defining and measuring success metrics and monitor change progress.
 - Providing advice into the development of communication materials applicable to the project.

- Supporting project managers that are delivering change management within a project including working with them to maximise the efficiency of internal stakeholder working groups.
- Facilitating change management meetings with assigned working groups/representatives
- Providing appropriate reporting within a regular and agreed timeframe.
- Governing and maintaining all change artefacts.
- Work closely with the Business Engagement and Innovation team to understand upcoming priorities and provide expert advice and recommendations in relation to change management requirements for proposed initiatives.
- Work closely with the business and the Quality and Assurance Branch to ensure appropriate lifecycle support is in place for the new technology.
- Promote a culture of risk awareness and proactive identification of potential issues.
- Contribute to the review of initiative successes through participation in post implementation reviews and tracking value of change.
- Contribute to building change management maturity and practice through mentoring, supporting and developing the skills and awareness of project staff and project stakeholders to ensure the successful delivery and adoption of initiatives and projects.
- Contributing to the continuous improvement of services provided by IS&T by identifying and recommending improvements to current business analysis practices, documentation and outcomes.
- Contribute to the continuous improvement of the IS&T Service through demonstrating support for IS&T staff; displaying SAPOL's values and objectives; and achieving higher outcomes through contributing progressive options and promoting the use of contemporary IT methodologies.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Demonstrated experience in coordinating and delivering change management planning, initiatives / projects in a complex environment with a focus on adoption, efficiency gains and cultural and behavioural change.
- Demonstrated knowledge of and significant competence in applying contemporary change management frameworks, change management principles, methodologies and tools.
- Demonstrated high level of analytical skills, attention to detail, and the ability to think laterally and conceptually.
- Proven ability to communicate and negotiate effectively with people at all levels, verbally, in writing and presentations, including preparing high quality reports and documents that clearly explain complex technical information.
- Demonstrated ability to organise workloads effectively in a climate of competing priorities to achieve agreed outcomes and work in a team environment on complex tasks.
- Able to assess and lead stakeholder engagement, current/future state impacts, change readiness assessments and measure change sustainability across a large program of work.
- Experience developing and implementing communication and training materials.
- Acute business acumen and understanding of organisational issues and challenges.
- Demonstrated ability to support and engage senior leaders, coaching project resources and stakeholders.
- Demonstrated ability to work under broad direction and exercise a significant level of responsibility, decision making, judgement and delegated authority in resolving complex problems in accordance with relevant policies and procedures.

Desirable Characteristics

- Relevant change management certification.
- Experience working in a matrix management environment.

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.