

# Position Description

## Change Manager

### Why work with us

We're building a public education system which is genuinely recognised as world-class - where every preschool and school is great and where there is growth for every child and student.

We are one team, statewide. Everyone in public education works together, united behind our vision because what we're doing today will improve the futures of children in South Australia.

We're making a difference so South Australia thrives.

### Our values

We are part of the South Australian public sector and share the values of:

 SERVICE	 PROFESSIONALISM	 TRUST	 RESPECT	 COLLABORATION & ENGAGEMENT	 HONESTY & INTEGRITY	 COURAGE & TENACITY	 SUSTAINABILITY
We proudly service the community and the South Australian Government.	We strive for excellence.	We have the confidence in the ability of others.	We value every individual.	We create solutions together.	We act truthfully, consistently, and fairly.	We never give up.	We work to get the best results for current and future generations of South Australians.

### About this role

The Change Manager supports the Director, Business Improvement in successfully delivering major reform initiatives within the Business Improvement team. Working closely with the Business Improvement Program Manager, you will lead change management efforts across two major improvement projects implementing system-wide reform across the department for the benefit of preschools, schools, children and young people, their families and the broader community. These reforms are aimed at improving the experience of enrolment and personalized learning by optimising and centralising processes, implementing modern IT systems, improving communication channels and reducing administrative burden in schools and preschools.

This role requires a strong focus on human-centred design, ensuring that those impacted by change are at the forefront of planning and implementation. You will collaborate with internal and external stakeholders to enable seamless and sustainable transformation across the department. Additionally, you will lead the change, training, and sustainability project workstream, driving change, designing and delivering training programs, and embedding capability and sustainability.



<b>Position title</b>	Change Manager
<b>Classification</b>	AS08
<b>Division</b>	Strategy & Corporate Services
<b>Directorate</b>	Business Improvement
<b>Location</b>	31 Flinders Street, Adelaide
<b>Reports to</b>	Director, Business Improvement
<b>Direct reports</b>	Change Analyst
<b>Role description date</b>	November 2024

## What you will do (key outcomes)

1. Lead, develop and oversee a comprehensive change management plan that outlines the timeline, resources, and key milestones which is strategically aligned with the project's objectives and goals to achieve successful outcomes and service deliverables
2. Lead the implementation that aligns to the overall program of work and influences the ongoing buy-in and work collaboratively with key stakeholders to determine project visions, goals, outcomes and priorities, and to drive and ensure effective analysis, consultation and influence on project priorities.
3. Provide leadership and support that influences and motivates business units, system users and key stakeholders, through all phases of project implementation.
4. Utilise the existing engagement framework to gather critical and general communication and change management needs for Business Improvement initiatives and strategic projects. Adjust and refine the framework as necessary to ensure it aligns with project requirements.
5. Lead and embed key change management activities into project plans to ensure alignment between technical implementations and people-focused change efforts, adopting a seamless transition approach.
6. Manage, monitor and provide high level reporting on, the delivery of timely and high-quality communication through a range of communication tools and channels to effectively engage a diverse target audiences.
7. Identify, evaluate, assess and mitigate project risk through the conduct of change readiness assessments, the identification of key stakeholders and core business processes and workflows, the preparation of business change impact assessments, as required, and the formulation of innovative and effective strategies to maximise stakeholder engagement.
8. Promote a strong focus on service excellence, actively listening and sharing information and expert advice in clear, concise, and perceptive manner.
9. Help to maintain a safe and healthy working environment by proactively reporting incidents, hazards and injuries.

## The capabilities you will bring (key competencies)

- **Change Management:** You have significant experience in leading change in large and complex environments and complementing project management process through the strategic application



of change and engagement activities that are aligned to key desired outcomes.

- **Strategic Change Advice:** Demonstrate ability to provide strategic advice on change management, ensuring alignment with organisational objectives, adopting stakeholder buy-in, and leading successful adoption of initiatives in complex environments.
- **Relationship Management:** You have highly developed interpersonal and collaboration skills and demonstrate success in achieving service improvement through partnership and influence.
- **Communication:** You have exceptional written and verbal communication skills and can adapt communication styles to suite different audiences.
- **Service Delivery Excellence:** Your ability to operate within broad direction exercising critical thinking and independent judgement in determining approaches and taking responsibility for delivering outcomes within tight timeframes is well demonstrated.
- **Leadership:** You have strong leadership skills with significant experience in promoting a culture of performance, professionalism, and continuous improvement to drive excellence.
- **Discipline Knowledge:** You will demonstrate comprehensive knowledge of continuous service and system improvement approaches and contemporary project management methodologies.

Who you will work with (key relationships)	Qualifications
<ul style="list-style-type: none"> <li>• Director, Business Improvement</li> <li>• Business Improvement, Program Manager</li> <li>• Business Improvement Project Leads</li> <li>• Project Teams</li> <li>• Steering Committee members and executives across the department</li> <li>• School and Preschool leaders and staff</li> <li>• Other government departments and associations.</li> <li>• External organisations, such as vendors and consultants.</li> </ul>	<p><b>Essential:</b> Nil</p> <p><b>Desirable:</b> 5 years' experience in the same or similar field</p>

Corporate responsibilities	Special conditions
<p>Keep accurate and complete records</p> <p>Act appropriately in line with the Public Sector Code of Ethics at all times</p> <p>Support diversity and promote an inclusive workplace for everyone</p> <p>Maintain a commitment to Work Health and Safety legislative requirements</p>	<p>You may need a current driver's license and be willing to drive</p> <p>You may be asked to work out of hours</p> <p>You may need to travel within or outside South Australia</p> <p>You need to achieve mutually agreed performance goals</p> <p>You must have a current Working with Children Check</p> <p>You must do Responding to Risks of Harm, Abuse and Neglect – Education and Care training</p>

	You must be an Australian resident or provide evidence you have a current work permit
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<b>Assessed by:</b> Jayne Hoffmann People and Culture Consultant		<b>Approved by:</b> Renata Henderson, a/Director Business Improvement	
<b>Date:</b> Dec 2024		<b>Date:</b> Dec 2024	