



ASO6 Business Change Analyst Business Change Branch 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.

Program Delivery is accountable for the successful delivery of business outcomes from a large portfolio of projects. It contains both project delivery accountability as well as portfolio governance responsibilities to manage quality, risk and budget to optimise outcomes from the portfolio as a whole. SAPOL is undertaking a large complex portfolio of work across a range of areas including core infrastructure, business systems and digital transformation initiatives. This full portfolio has been broken into three sub-portfolios to deliver on the business outcomes.

Service

Integrity

Leadership

Collaboration

Courage

Respect



The Business Change Branch is accountable for enabling the successful delivery, adoption and sustainment of change across IS&T initiatives. It ensures that people and business impacts are effectively managed to support the realisation of intended benefits. The Branch partners with IS&T projects, programs and business areas to embed consistent change management practices, enabling outcomes to be realised across SAPOL.

The Business Change Analyst is responsible for delivering and coordinating a broad range of complex change management activities to support the successful delivery of IS&T projects and initiatives. The role works closely with individuals and teams across SAPOL to prepare for and support of the transition to new or enhanced systems and technologies and collaborates with IS&T staff to ensure effective implementation and successful adoption of project outcomes.

Special Conditions

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 Business Change Lead and works closely with IS&T, business managers, technical staff and key user representatives to support the implementation of systems and services. The role involves liaising across IS&T branches and project teams to ensure solutions are effectively delivered and successfully adopted by the business and may require contributing to multiple initiatives and projects within an agreed workload.

KEY OUTCOMES

- Coordinate and control change management activities for IS&T projects, ensuring business impacts are understood through structured stakeholder engagement and integrated planning. Identify complex business impacts and define the change activities required to support affected areas through transition.
- Work closely with the Portfolio Management Office (PMO) and project managers to align business-impacting activities and coordinate organisation-wide engagement initiatives.
- Monitor delivery of change activities, provide expert advice on organisational readiness and support business owners to uplift change leadership capability.
- Advise on training and documentation requirements, contributing to the design and delivery of learning programs that enable successful adoption.
- Support people-related change activities, advise on workforce planning impacts, and collaborate with HR Operations and Partnering to ensure alignment with organisational needs.

Provide advice on communication materials, facilitate change management meetings and strengthen stakeholder engagement across SAPOL.

- Govern and maintain change artefacts, define and track success metrics, and deliver timely reporting on change processes.
- Contribute to post-implementation reviews, track value realisation and support uplift of change management maturity across IS&T and project teams.
- Partner with Business Engagement and Innovation and Quality and Assurance to ensure lifecycle support for new technology, promote risk awareness and recommend improvements to IS&T practices and 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 embedding sustainable adoption, realising efficiency gains and driving cultural and behavioural change.
- Demonstrated knowledge of, and significant competence in applying contemporary change management frameworks, change management principles, methodologies and tools in a large, complex organisational environment.
- Demonstrated high level of analytical skills, with strong attention to detail and the ability to think strategically, laterally and conceptually when addressing complex issues.
- Proven ability to communicate, influence and negotiate effectively with stakeholders at all levels, verbally, including the preparation of high-quality reports, briefings and presentations that clearly articulate complex or technical information.
- Demonstrated ability to manage competing priorities and deliver outcomes within agreed timeframes, both independently and collaboratively, in a dynamic and complex work environment.
- Able to assess and lead stakeholder engagement and conduct impact assessments, including current and future state analysis, change readiness assessments and the evaluation of change sustainability across large-scale programs.
- Experience in designing and delivering effective communication strategies, training programs and supporting materials to enable successful change adoption.
- Acute business acumen, with a strong understanding of organisational drivers, risks and operational challenges within a complex environment.
- Demonstrated ability to engage, influence and support senior leaders, including coaching and building capability in project staff and stakeholders to lead and sustain change.
- Proven ability to work under broad direction, exercising a high-level of judgement, autonomy and delegated authority in making decisions and resolving complex issues in accordance with relevant policies and frameworks.

Desirable Characteristics

- Hold a relevant change management certification (e.g. Prosci, APMG Change Management).
- Experience working effectively within 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.