



POSITION DESCRIPTION

Position Title:	Change Management Coordinator
Position Number:	11118
Directorate:	Corporate & Legal Services
Reports to:	Manager Information Technology
Department:	Information Technology
Agreement:	<i>City of Karratha Enterprise Agreement 2021</i>
Classification:	Level 7

1. POSITION OVERVIEW

The Change management Coordinator is responsible for developing and implementing effective change management strategies and plans to ensure successful adoption of the system and technology transitions within the organisation. This role will play a key part in coordinating and delivering change management activities, particularly in the context of the City of Karratha's ERP project.

In collaboration with the Manager Information Technology, the Change Management Coordinator will play a vital role in ensuring adequate change management measures are in place to support the human aspect of change across Information Services projects

This position is also responsible for cultivating positive engagement with change by development the internal capacity and capabilities of employees involved in the projects

ERP Project Overview (key project)

The City of Karratha is undergoing a strategic IT transformation with the implementation of TechnologyOne's "OneCouncil" ERP system on their CiAnywhere SaaS platform.

This position manages the change to existing systems and processes impacted by the project's modules, through collaboration with System Analysts and internal stakeholders.

The project aims to unify the City's technology systems and fundamentally change how services are delivered to the community, requiring a rethinking of systems, people, and processes for improved organisational performance.

1.1. Position Objectives

- Design, develop, and maintain the City's digital transformation strategy, considering business operations and service requirements.
- Utilise expertise in change management, stakeholder management, communication management, and business transition to ensure smooth system and technology transitions with high availability and performance.
- Provide advice and support to the ERP Project Manager and Information Technology Manager regarding change management in project delivery plans.
- Prepare training materials and conduct training sessions for individuals and groups as needed.

2. DUTIES & RESPONSIBILITIES

2.1. Change Management Planning

- Development and implementation of change management plans that are aligned with each Project Plan
- Development and implementation of the following sub-plans:
 - Stakeholder Engagement
 - Communications
 - Training & Development
 - Resistance Management
 - Business Transition.
- Undertake change impact & business readiness assessments
- Identify and report risks associated with the changes to people, systems and processes

2.2. Stakeholder and Communication Management

- Lead and manage stakeholder workshops and engagement processes.
- Collaborate with Human Resources and Marketing teams for employee communications and engagement.
- Evaluate user readiness and work closely with stakeholders.
- Develop issue resolutions and improved processes with the leadership team and subject matter experts.
- Prepare professional reports for the Management Team and Project Board(s) as required.
- Maintain regular communication with stakeholders, especially in cases of conflicting priorities and third-party delays

2.3. Business Transition and Continuous Improvement

- Assess organisational readiness prior to Go Live of planned change and develop transition plans containing all necessary activities to migrate the business to new ways of working.
- Manage and monitor the business impact, implementing reinforcement strategies to support benefits realisation where necessary.
- Identify risks, issues, and recommend changes for quality control and informed business decisions.
- Conduct post-implementation reviews and gather feedback to identify areas of opportunity.
- Continuously improve systems, processes, and procedures by investigating current practices and engaging with the Vendor customer community for knowledge sharing.
- Apply change management methodologies and best practices in implementation of systems and automated business processes.
- Conduct business process improvement activities for CiAnywhere modules using automation tools.

2.4. Training and Support

- Conduct training needs analysis and collaborate with ERP System Analysts, HR training officer, and IT Team to develop training packages and resources.
- Support the deployment and delivery of training.
- Design and develop digital adoption solutions in consultation with ERP System Analysts, HR training officer, and IT Team.
- Support change management through understanding and documenting current & new processes, providing training materials, and supervising staff.

2.5. Project Administration

- Adhere to Project principles, approach, and methodologies as directed by the ERP Project Manager or Manager of Information Technology.
- Contribute to Project planning by identifying milestones, tasks, and sub-tasks in consultation with the Business Systems Project Manager.
- Assist in updating Project tracking software and registers.
- Generate accurate and clear reports tailored to the target audience
- Maintain accurate records and ensure proper capturing of corporate information within City business systems in accordance with Recordkeeping policies and procedures.

2.6. Project Support:

- Provide change management support across key Information Services Projects.
- In collaboration with ERP Module Analysts and organisational subject matter experts (SME), manage business process change system transition.
- Provide expert advice to the PM, Manager Information Technology and project teams both verbally and in writing.

2.7. Documentation, Procedures and Practices

- Create and maintain strategies, plans, procedures, and guidelines.
- Minimise business risk by maintaining accurate documentation, including technical change management documentation, drawings, and process maps.
- Foster knowledge sharing and continuous learning within the team.
- Keep the team informed about roadmaps, strategies, and plans to enable seamless role coverage when needed.

2.8. Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1. Authority & Accountability

- Works under limited direction of the Manager Information Technology.
- Works in accordance with approved Council's policies, procedures, and guidelines, and State and Federal legislation.

- Accountable for the development of information services change management strategies and plans
- Accountable for stakeholder and communication management in key information services transformation projects
- Accountable for accurate documentation, process mapping and timely reporting.

3.2. Judgement & Problem Solving

- Ability to problem solve where solutions are not available in established processes and procedures.
- Ability to assess risks to the City's approach and practice to employee management, Occupational Health and Safety, data privacy, and reputation.
- Ability to proceed when outcomes are unclear.

3.3. Specialist Knowledge & Skills

- An in-depth understanding and practical skills in Change Management
- High level conceptual thinking, problem solving skills to ensure the delivery of strategic and operational outcomes.
- Strong facilitation and negotiation and influencing skills
- Exceptional communication (written and verbal) skills including the ability to write reports, project documentation, influence and educate stakeholders
- Familiarity with project management methodologies

3.4. Interpersonal Skills

- Highly developed interpersonal, communication, presentation, and cooperation skills effectively communicate complex information to general end users.
- Ability to manage time effectively to ensure duties are carried out to the required standard.
- Establish and maintain productive, effective and respectful work relationships through collaboration, support, negotiation and liaison.
- Proficient in training staff on the new business systems and the underlying concepts which influenced their configuration.
- The ability to work effectively in cross functional teams and build strong working relationships

3.5. Qualifications & Experience

- Understanding of change management methodologies and models such as PROSCI and the ADKAR Model for change management and training
- Tertiary qualifications in a relevant discipline (Change Management, Organisational Psychology, Human Resources, Project Management or Commerce) desirable
- Demonstrated experience in leading and motivating a wide range of stakeholders and supporting a team in delivering outcomes across an organisation
- Significant practical experience managing change programs within a multi discipline organisation
- Experience in workshop development and facilitation
- Experience in developing and implementing improvement methodologies
- Experience in stakeholder engagement, consultation and participation
- Experience in development and delivering training
- A Current C class driver's licence
- A National (or Federal) Police Certificate (no more than 6 months old)