

# POSITION DESCRIPTION



<b>Title:</b>	<b>Change Management Lead</b>
<b>Position Number:</b>	<b>2029</b>
<b>Classification:</b>	<b>Senior Officer</b>
<b>Directorate:</b>	<b>Office of the CEO</b>
<b>Department:</b>	<b>Office of the CEO</b>
<b>Award:</b>	<b>Greater Shepparton City Council Enterprise Agreement / Victorian Local Authorities Award 2001</b>
<b>Incumbent:</b>	<b>Vacant</b>

## ORGANISATIONAL RELATIONSHIPS

<b>Reports to:</b>	Chief Executive Officer
<b>Primary Internal Relationships:</b>	<ul style="list-style-type: none"><li>▪ Chief Executive Officer</li><li>▪ Executive Leadership Team</li><li>▪ Senior Leadership Group</li><li>▪ Project Sponsors</li></ul>
<b>Primary External Relationships:</b>	<ul style="list-style-type: none"><li>▪ Contractors or Consultants associated with projects</li><li>▪ Community Stakeholders</li></ul>

## POSITION OBJECTIVES

The Change Management Lead will provide strategic leadership and direction in managing organisational change across Greater Shepparton City Council. This role is pivotal in ensuring the successful adoption of key transformation initiatives – such as the organisational culture roadmap and digital transformation strategy and Customer Experience Strategy (CX) – by focusing on the people aspects of change, as well as business processes, systems, and structures. The incumbent will collaborate with leaders and staff within the organisation to develop and execute change strategies, drive staff engagement, mitigate risks, and ensure benefits realisation and return on investment from change initiatives.

## KEY SELECTION CRITERIA

- Demonstrated program management experience in delivering organisation-wide transformation and digital change initiatives.
- Demonstrated application of change management principles, frameworks, and methodologies.
- Exceptional project planning skills including defining and managing program scope, risk, issues, dependencies and actions management
- Demonstrated experience in stakeholder engagement, communication and empowering stakeholders to lead change initiatives.
- Experience in leading change across complex environments, preferably within local government or public sector settings.

## KEY RESPONSIBILITY AREAS

- Lead the development and execution of change management strategies aligned with Change Management Frameworks.
- Plan, manage and implement change initiatives across departments, including impact assessments, readiness reviews, stakeholder engagement, and adoption measurement.
- Provide change advice and coaching to the Executive and people leaders to enable organisational readiness and embed lasting change.
- Manage the design and implementation of communication and training strategies for change initiatives.
- Collaborate with external consultants and internal stakeholders to ensure seamless delivery of change components.
- Monitor progress and performance of change initiatives and report regularly to the Executive, Senior Leadership Group and departmental teams.
- Identify, assess and mitigate risks and resistance related to change.
- Develop change frameworks and tools, including stakeholder engagement plans, communication strategies, learning programs, and measurement tools.
- Support project management processes by identifying dependencies, documenting current and future business states, and ensuring project deliverables meet organisational goals.
- Coordinate and contribute to post-implementation reviews, capturing lessons learned and continuous improvement opportunities.
- Build the internal change management capability across Council by facilitating workshops, mentoring leaders, and establishing ongoing support structures.
- Promote alignment with Council objectives through integrated change planning and execution.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY

### **This position is accountable for:**

- Delivering specific project objectives
- Facilitating decision making which may have a substantial impact on projects delivery.
- Reporting on progress and status of objectives.
- Ensuring all stakeholders are engaged throughout the process.
- Creating and capturing accurate records of business activities and decisions related to projects.

### **This position has the authority to:**

- The degree of power and freedom to act is subject to and within the framework of the provisions of relevant legislation and statutory requirements and Council's policies and procedures. The incumbent has the authority to coordinate activities through structured change management plans and schedules, including preparing and communicating timely and accurate information.

### **Judgement and Decision Making**

- This role is required to make decisions within a complex and dynamic environment, requiring the ability to develop new methods and approaches when designing solutions to problems. Advice and guidance may be limited.

### **Multiskilling and additional duties**

- The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skills, competence and training, provided such duties do not result in a narrowing of the employee's skill base.

## SKILLS AND KNOWLEDGE

### **Effective Change Management:**

Sound understanding of change management principles and agile project methodologies, including techniques and tools.

### **Effective Stakeholder Management:**

facilitation and influencing, conflict resolution and negotiation skills

### **Lead Strategically:**

Thinks and acts in alignment with long-term organisational goals.

### **Make Insightful Decisions:**

Demonstrates ethical, analytical, and courageous decision-making.

**Lead Change in Complexity:**

Communicates openly and enables others to embrace change.

**Build Enduring Relationships:**

Fosters collaborative networks to enhance service delivery and ability to liaise with others to resolve problems

**Inspire Others:**

Uses influence and clear communication to energise and align teams.

**Demonstrates Sound Governance:**

Manages risks and ensures project accountability including timelines, budget and stakeholder satisfaction.

**Customer Focus:**

Champions customer-centric service models.

**Ensure Accountability:**

Delivers outcomes and holds self and others to commitments.

**Collaborate:**

Builds effective partnerships across teams and disciplines.

**Courage:**

Confronts difficult issues directly and constructively.

**Drive:**

Ability to work independently, effectively operate and achieve objectives within a specified timeframe and multi task.

## QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications in business, management, change management, human resources or a related field.
- Demonstrated program management experience in delivering organisation-wide transformation and digital change initiatives.
- Extensive experience in applying change management principles, frameworks, and methodologies.
- Proven ability to engage with and influence senior leaders, stakeholders, and cross-functional teams.
- Strong planning skills, including the ability to manage scope, risks, dependencies, and performance metrics.
- Demonstrated experience in stakeholder engagement, communication planning, and change readiness assessment.
- Experience in leading change across complex environments, preferably within local government or public sector settings.

## OTHER INFORMATION

This position description is an overview of the role; reasonable adjustments to the role that do not change the overall level, scope or intent of the original position may be discussed and agreed to in consultation with the incumbent.

It is a prerequisite of this position that the incumbent holds and maintains a current:

- Current Victorian Drivers Licence

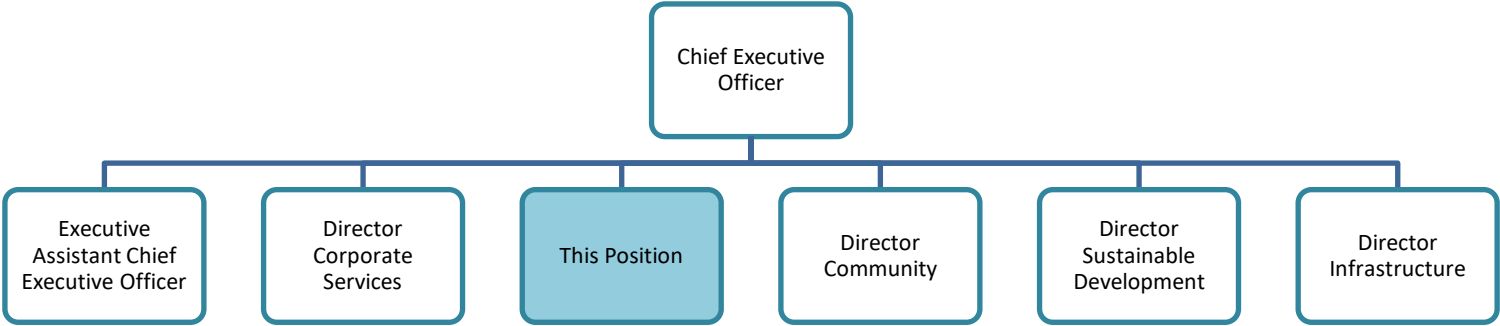
## LEGISLATION

As a Council officer the incumbent is required to be aware of and adhere to the following acts, regulations and codes (as replaced from time to time):

- Local Government Act 2020
- Occupational Health and Safety Act 2004
- Equal Opportunity Act 2010
- Greater Shepparton City Council – Employees Code of Conduct

This is not an exhaustive list and individual roles may have responsibilities under other forms of legislation.

ORGANISATIONAL CONTEXT



Our Values reflect what we feel is important. Organisations may have core values that reflect what is important in the organisation.

These values may be guiding principles of behaviour for all members in the organisation.



We are attentive, listen to others and consider all points of view in our decision making.



We take pride in honouring our promises and exceeding expectations, and are transparent with and accountable for our actions.



We lead with integrity, and stand up and stand by what is in the best interests of the Greater Shepparton Community.



We work collaboratively to create higher quality outcomes that are more efficient, thoughtful, effective and responsive. We cannot accomplish all that we need to do without working together.



We are open to new ideas and creatively seek solutions that encourage us to do our best for our community.



As ambassadors for our people and place, we proudly celebrate the strengths and achievements of Council and the Greater Shepparton Community.



# SHARED ORGANISATIONAL RESPONSIBILITIES

## Occupational Health and Safety

All employees are responsible for the effective implementation of the Greater Shepparton City Council Safety Management System and demonstrate a commitment to effective risk management and minimisation. This includes:

- Taking reasonable care for their own safety and that of others at work.
- Obey all instructions from their supervisors to protect their own personal health and safety and that of others.
- Actively participate in OH&S training and awareness programs.
- Follow and encourage work group adherence to safe working procedures, instructions, guidelines and practices and recommend change if considered inadequate.
- Using safety devices and PPE correctly and when required.
- Reporting any incidents, near misses or safety hazards to supervisors, management or HSR's.
- Ensuring that they do not endanger any other person through any act or omission at work.
- Ensuring they are not affected by the consumption of alcohol or other drugs, illness or fatigue or endanger their safety or that of others.
- Actively participate in work group OH&S activities such as toolbox sessions.

## Customer Service

Our customers are persons or organisations that use or needs a services provided by Greater Shepparton City Council.

We believe service excellence is the ability to provide a high quality consistent and empathetic service to our customers in line with Council objectives and statutory obligations.

Greater Shepparton City Council recognises customer service as a whole of Council responsibility. We will strive to provide service excellence through:

- Informed professional guidance and advice.
- Listening to and understanding our customer needs.
- Developing skilled and motivated staff.
- Strengthening relationships between staff and the customer.
- Ongoing evaluation reporting and continuous improvement.

## Recordkeeping

As an employee of the Victorian Public Service Sector, it is your responsibility to ensure you are fully aware of recordkeeping responsibilities detailed in the Greater Shepparton City Council's Records and Information Management Policy, Framework and associated procedures. It is a requirement for all staff to create and capture full and accurate records of all work related decisions and activities into relevant approved corporate systems.

## Emergency Management

Greater Shepparton City Council understands and accepts its roles and responsibilities in emergency management operations described in the Emergency Management Act (1986 & 2013) and it is a core function of Council business.

The incumbent may, at times be asked to assist in Council's emergency management operations, within reason.

## Risk Management

All employees are to:

- Understand the principles and purpose of Risk Management and the associated framework activities.
- Understand all the risks associated with their activities and assist their Manager/Team Leader in the identification and management of risks.

## Child Safety

Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

## Climate Emergency

Greater Shepparton City Council recognises the need to urgently address the causes of climate change to ensure our operations and the community are able to adapt to the impacts. All employees are responsible for the effective implementation of the 2030 Zero Carbon Emissions Target and demonstrate a commitment to mitigating and adapting to climate change. This includes:

- Judgement and decision making authority.
- Provision of service to the community.
- Adherence to relevant climate change policies and plans.
- Sustainable procurement – seeking and selecting the lowest carbon option and sustainable option in accordance with Procurement Guidelines.

# INHERENT PHYSICAL AND COGNITIVE REQUIREMENTS

The frequency of the physical and psychosocial demands required of the position are defined as:

<b>Never (N)</b>	Does not occur
<b>Rarely (R)</b>	May occur but does not occur daily or weekly. (1% - 5% of the time spent)
<b>Occasionally (O)</b>	Does occur, time is set aside to perform this activity. (6% - 33% of the time spent)
<b>Frequently (F)</b>	Occurs daily or takes up a large percentage of the day. (34% - 66% of the time spent)
<b>Constantly (C)</b>	Primary activity for this position. (67% - 100% of the time spent)

	N	R	O	F	C
<b>Work Environment</b>					
Indoors					X
Outdoors		X			
Slippery Surfaces	X				
Uneven ground/Sloped areas	X				
Work in isolation	X				
Work in confined spaces	X				
Work at heights	X				
Work in dusty/fumes/foul smells	X				
Exposure to loud noises requiring hearing protection	X				
Exposure to personal waste	X				
<b>Body Posture</b>					
Standing				X	
Sitting				X	
Squatting/Crouching	X				
Kneeling	X				
Twisting	X				
Bending	X				
<b>Manual Handling</b>					
Reaching or working overhead (above shoulder)		X			
Reaching forward			X		
Gripping/fine motor movement					X
Pushing/restraining	X				
Driving a vehicle			X		
Lifting floor to waist	X				
Lifting waist to overhead	X				
Lifting from a truck/trailer	X				
Lifting 0 - <5kg		X			
Lifting 5 - <10kg	X				
Lifting 10 - <15kg	X				
Lifting 15kg+	X				
Carrying awkward loads	X				
Climb steps/stairs/ladder			X		
Exposure to vibration	X				
<b>Psychosocial</b>					
Give direction to others			X		
Dealing with aggressive customers	X				
Dealing with upset customers		X			
Supporting dependent persons	X				

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	N	R	O	F	C
<b>Cognitive</b>					
Written communication					X
Verbal communication					X
Comply with legislation					X
Problem solve					X
Reason/make sense of things					X
Make critical decisions					X
Ensure accuracy/details					X
Remember names/details					X
Show creativity					X
Examine/observe others			X		
Work quickly					X
Concentrate amid distractions					X

## ACCEPTANCE AND AUTHORISATION

### Employee

I have read and understand the requirements and expectations of the Position Description. I agree that I have the physical and cognitive ability to fulfil the inherent requirements of the position and accept my role in fulfilling the key responsibilities and corporate values. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

**Employee Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

### Authorising Officer

By signing below the Authorising Officer indicates their agreement with and approval of the position description.

**Authorising Officer Name:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_