



Change Manager – Position Description

Non-Award

Key role details

Change Manager	
Reports to (position)	Product Owner
Department	Projects
Location	Hybrid working – Hurstville (Relocation to Liverpool late 2024), and may be required to work at other SGCH office locations from time to time
Remuneration level	Non-Award, 12-month contract (Grade B General)
Essential requirements	<p>Certification in Change Management methodology, communications or experience in delivering business transformation projects, preferably in delivering an IT solution</p> <p>Experience in scoping and assessing the people impacts of projects</p> <p>Experience in benefits management including tracking, recording and measuring</p> <p>Experience in designing and facilitating meetings and briefings around changes to processes and operational documents</p> <p>Demonstrated ability in developing and implementing Change and Communication Plans, impact assessments and benefits realisation in consultation with key stakeholders</p> <p>Strong verbal and written communication skills (e.g., facilitation, developing PowerPoint presentations, change communication materials and key messages)</p> <p>Experience in building and maintaining strong working partnerships with key stakeholders</p> <p>Strong attention to detail and accuracy</p> <p>Demonstrated ability in meeting project deadlines</p> <p>Ability to manage and support a small team, by providing effective leadership</p>
Desirable skills	<p>Experience working in the housing sector (government or not profit)</p> <p>Certification/Degree in Communications</p>



Position summary

As a SGCH Change Manager on the Connect Four project, the primary purpose of the role is to provide hands on change management support to an IT business transformation project for SGCH to ensure the effective implementation and embedding of the people changes required to support the change and communication. This role will primarily work at the project level with key stakeholders including Project teams, Front-Line Leaders, and Teams.

This role will develop and support the business in the implementation of practical Change Management and Communication Plans that are tailored to specific project and people change requirements.

You will lead a subcomponent of the project team, responsible for managing all operational documents including but not limited to developing, tracking, seeking approval and uploading documents such as processes and procedures to the intranet. Your team will also be leading on the training component of the project including developing a training strategy and training material and organising and delivering training to impacted staff.

To work at SGCH you are committed to achieving operational excellence and working collaboratively to deliver best practice social and affordable housing services. You value making a positive contribution to local communities and our shared vision for great places for everyone.



Your Success Profile

Change Manager	
<p>Knowledge - 'What do you know'</p> <ul style="list-style-type: none">How to identify and analyse people change impactsHow to successfully plan and implement change to meet project objectivesHow to write targeted change communicationHow to effectively engage and manage stakeholders	<p>Experience - 'What have you done'</p> <ul style="list-style-type: none">Demonstrated end-to-end change management at an individual project levelFacilitated change management workshops and planning sessions with stakeholdersDevelop change management reports and supporting communication material
<p>Behaviours - 'What can you do'</p> <ul style="list-style-type: none">Lead and support successful changeWork collaboratively and build strong stakeholder relationshipTake initiative and solve problemsEffective verbal and written communicator	<p>Personal Qualities - 'Who you are'</p> <ul style="list-style-type: none">Committed to the organisational purpose and customer focusedCommitted to support our people and teams to take on new changesMotivated to take on new challenges and drive change



Your work as a Change Manager

Our strategic platform	Your daily work
Vision, purpose and strategy	<ul style="list-style-type: none"> • Working to achieve our core purpose to connect people to opportunity and collaboratively shape great places through sustainable, safe and affordable housing • Supporting projects to deliver high quality outcomes • Managing relationships with internal and external partners to ensure a shared focus on improving outcomes for the organisation
Customers and Teams	<ul style="list-style-type: none"> • Show respect, courtesy and fairness when interacting with our customers and team • Ensure customer and team perspectives are understood • Work with your team and across the business to resolve complex issues and need
Change Management	<ul style="list-style-type: none"> • Engage with the stakeholders to assess organisational change impacts, readiness, risks and issues for various business change initiatives • Produce tailored and fit for purpose change plans and communications • Support and manage a small team to achieve key milestones to support project success • Apply a structured and best practice change management methodology to deliver change management activities including communication, transition, and implementation activities • Establishment and ongoing management of change agent networks • Initiate and maintain effective working relationships with internal and external stakeholders to promote the adoption of change within the business • Support training efforts by providing input, document requirements and support the design and delivery of training programs • Ensure that Change Management risks and issues are managed appropriately • Development of the Go Live Strategy considering cut over plans and impact and coordination requirements of the business • At Go Live, ensure appropriate handover of the Benefits Realisation Strategy to the business to enable ongoing measurement and reporting
Self-management	<ul style="list-style-type: none"> • Promoting and modelling the value of self-improvement and taking advantage of opportunities to learn new skills and develop strengths • Actively seeking, reflecting and integrating feedback to enhance own performance • Showing commitment to achieving challenging goals and working flexibly to adapt and respond quickly when situations change



<p>Leadership and teamwork</p>	<ul style="list-style-type: none"> • Contributing to the project teams shared purpose, with clear expectation and priorities through regular engagement such as stand ups, 1 on 1s, workplans and ADPs, • Encouraging a culture of continuous learning, valuing constructive feedback and new experiences • Working cooperatively to overcome barriers to information sharing and communication within the team and with other business stakeholders to deliver project outcomes • Sharing lessons learned with teams regarding project and change management
<p>Business excellence and innovation</p>	<ul style="list-style-type: none"> • Keeping up to date with relevant contemporary knowledge and practices • Understanding team and organisational objectives and aligning activities accordingly • Understanding the expected performance requirements and supporting them to achieve these objectives • Identifying ways to improve systems or processes to achieve better outcomes
<p>Legislation, policies and procedures</p>	<ul style="list-style-type: none"> • Understand and follow legislation, rules, policies, guidelines and codes of conduct applying to your role • Understanding obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Ensuring the privacy of customer information is always protected
<p>Accountability and risk</p>	<ul style="list-style-type: none"> • Following safe work practices and being vigilant about their application by self and others • Attending workplace health and safety training • Being aware of risks that might impact completion of an activity and escalating these when identified • Speaking out against misconduct and inappropriate behaviour
<p>Information technology</p>	<ul style="list-style-type: none"> • Using core office software applications such as Outlook, Word and Excel • Exploring new technologies and systems to support project managers • Manage and update information and workflows in enterprise applications and software, where required • Complying with SGCH policies on the acceptable use of technology



Our expectations	Your accountabilities, values and behaviours
Accountabilities for the role	<ol style="list-style-type: none">1. Providing responsive and respectful customer centric services in accordance with our customer service standards and commitments2. Actively managing safety and promoting our safety culture3. Developing a change impact assessment in consultation with key stakeholders such as the communication team4. Developing a change and communication plans and schedules to support implementation and ensuring communication is developed and delivered according to the agreed schedule5. Design and facilitate meetings and briefings with business stakeholders6. Developing and reporting on the benefits realisation7. Write communication that is targeted to specific stakeholder groups8. Track and report on change management progress9. Providing support and leadership to direct reports
ETHIC values and behaviours	<ol style="list-style-type: none">1. Empowerment – we empower our people, partners and our customers2. Trust – we take ownership and accountability to build trust3. Honesty – we are responsible, ethical and professional4. Inclusion – we respect differences and treat people equally5. Creativity – we explore new and better ways of working