**Position:** Change Analyst (APS 6) – Non-ongoing until 30 June 2025

**Location:** Sydney, Brisbane, Canberra, Melbourne, Adelaide

**Reporting to:** Assistant Director, Program Change Manager

**Purpose of position:** The Change Analyst will work within The Reform and Transform Program Office (RTPO) and assist in the delivery of change activities including assessment, analysis, change management document development and implementation of change to ensure successful delivery of projects as outlined in the Commission’s Project Governance Framework and Framework for Managing Change.

**Key Accountabilities**

The duties of the Change Analyst include:

* Under the guidance of the Assistant Director, Program Change Manager, assist in the delivery of change management for the assigned project(s).
* Assist in the development of a detailed Change Impact Assessment Report, which includes gap analysis and identification of issues and risks, to identify impacts on business processes, systems, and people.
* Work with findings from the Change Impact Assessment Report and assist in the development and delivery of a Change Management Plan, which includes a detailed stakeholder analysis, change and communication plan and training plan.
* Ensure ongoing maintenance of the Change Management Plan to ensure that it remains relevant and up to date with any scope/work changes.
* Maintain, coordinate, and manage work across Learning & Development, Communications and Stakeholder Engagement teams to ensure consistency of messaging and deliverables.
* Establish and maintain feedback loops and stakeholder management activities.
* Development and delivery of additional communication materials where required.
* Provide ongoing advice, guidance and resistance management where needed.
* Self-manage and prioritise workload to meet deadlines and team goals.
* Develop and maintain relationships with key internal and external stakeholders.
* Use judgement to monitor, triage and escalate issues in a timely way.
* Use and maintain systems and processes to track and report on key deliverables.
* Support the Assistant Director, Program Change Manager to optimise and improve change management processes and the overall approach linking in with the Reform and Transform Program Office.
* Perform other duties in line with the classification and objectives of the Commission.

**Key Relationships**

**Internal:** Assigned project team(s), RTPO, Project Sponsor, impacted Executive Directors and their teams across the Commission

**External:** Nil

**Financial Accountabilities:** Nil

**People Accountabilities:** Nil

**Selection Criteria:**

* Experience and knowledge of change management principles, methodologies, and tools.
* Exceptional communication skills, both written and verbal.
* Flexible and adaptable, able to work within ambiguous situations and work both independently and as part of a team.
* Resilient and tenacious with a propensity to persevere.
* Problem solving and root cause identification skills.
* Sound judgement skills, with the ability to research, critically evaluate and synthesise information into considered advice.
* Familiarity with project management approaches, tools and phases of the project lifecycle.
* Outstanding capacity to deliver high quality results to deadline, with good attention to detail.
* Strong capacity to influence peers and senior managers.
* Accredited in one or more organisational change methodology.
* 3+ years’ experience in organisational change management, preferably within the public sector

**Eligibility:**

* To be eligible for engagement candidates must be an Australian citizen at the time an offer is made
* Show satisfactory completion of a criminal history check
* Provide evidence of identity
* Commit to working in the office at least three days a week; the Commission’s agile working offer is an opportunity for staff to work a 3/2 day split between any Commission office and working from home.

**Capabilities for the role:** The APS ILS Framework applies to this position.

***Capability Summary***

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| **Capability** | **Description** | **Behaviour Indicators** |
| **Supports Strategic Direction** | Supports Shared purpose and direction | Understands, supports and promotes the organisation's vision, mission, and business objectives. Identifies the relationship between organisational goals and operational tasks. Clearly communicates goals and objectives to others. Understands, supports and communicates the reasons for decisions and recommendations. |
|  | Thinks strategically | Understands the work environment and initiates and develops team goals, strategies and work plans. Identifies broader factors, trends and influences that may impact on the team's work objectives. Considers the ramifications of issues and longer-term impact of own work and work area. |
|  | Harnesses Information and Opportunities | Gathers and investigates information from diverse sources and explores new ideas and different viewpoints. Uses experience to analyse what information is important and how it should be used. Maintains an awareness of the organisation and keeps self and others well informed on work issues and finds out about best practice approaches. |
|  | Shows Judgement, Intelligence and common sense | Undertakes objective, systematic analysis and draws accurate conclusions based on evidence. Recognises the links between interconnected issues. Identifies problems and works to resolve them. Thinks laterally, identifies, implements and promotes improved work practices. |
| **Achieves Results** | Identifies and uses resources wisely | Reviews project performance and identifies opportunities for improvement. Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes. Is responsive to changes in requirements. |
|  | Applies and builds professional expertise | Values specialist expertise and capitalises on the knowledge and skills of others within the organisation. Contributes own expertise to achieve outcomes for the business unit. |
|  | Responds positively to change | Establishes clear plans and timeframes for project implementation. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt. |
|  | Takes responsibility for managing work projects to achieve results | Sees projects through to completion. Monitors project progress and adjusts plans as required. Commits to achieving quality outcomes and adheres to documentation procedures. Seeks feedback from supervisor to gauge satisfaction. |
| **Supports productive working relationships** | Nurtures internal and external relationships | Builds and sustains positive relationships with team members, stakeholders and clients. Proactively offers assistance for a mutually beneficial relationship. Anticipates and is responsive to client and stakeholder needs and expectations. |
|  | Listens to, understands and recognises the needs of others | Actively listens to staff, colleagues, clients and stakeholders. Involves others and recognises their contributions. Consults and shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member. |
|  | Values, individual differences and diversity | Recognises the positive benefits that can be gained from diversity. Encourages the exploration of diverse views and harnesses the benefits of such views. Recognises the different working styles of individuals, and factors this into the management of people and tasks. Tries to see things from different perspectives. Treats people with respect and courtesy. |
|  | Shares learning and supports others | Identifies learning opportunities for others and delegates tasks effectively. Agrees clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Provides constructive and regular feedback. Deals with under-performance promptly. |
| **Displays personal drive and Integrity** | Demonstrates public service professionalism and probity | Adopts a principled approach and adheres to the APS Values and Code of Conduct. Acts professionally at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the organisation in internal forums. |
|  | Engages with risk and shows personal courage | Provides impartial and forthright advice. Challenges issues constructively and justifies own position when challenged. Acknowledges mistakes and learns from them, and seeks guidance and advice when required. |
|  | Commits to action | Takes personal responsibility for meeting objectives and progressing work. Shows initiative and does what is required. Commits energy and drive to see that goals are achieved. |
|  | Promotes and adopts a positive and balanced approach to work | Persists with, and focuses on achieving, objectives even in difficult circumstances. Remains positive and responds to pressure in a calm manner. |
|  | Demonstrates self-awareness and a commitment to personal development | Self-evaluates performance and seeks feedback from others. Communicates areas of strengths and acknowledges development needs. Reflects on own behaviour and recognises the impact on others. Shows commitment to learning and self-development. |
| **Communicates with influence** | Communicates clearly | Confidently presents messages in a clear, concise and articulate manner. Focuses on key points and uses appropriate, unambiguous language. Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity. |
|  | Listens, understands and adapts to audience | Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Checks own understanding of others' comments and does not allow misunderstandings to linger. |
|  | Negotiates confidently | Approaches negotiations with a clear understanding of key issues. Understands the desired outcomes. Anticipates and identifies relevant stakeholders' expectations and concerns. Discusses issues credibly and thoughtfully and presents persuasive counter-arguments. Encourages the support of relevant stakeholders. |