

Position Description

Position	Title:	No.:	Reports to:	Title:	No.:
	Change Management Specialist	HSF141		People & Performance Leader	HSF049
Business Unit:	People & Performance		Date created:	27/9/2018	
Division:	Executive		Review date:	27/9/2020	

Organisational Overview:

At HomeStart we believe that affordable home ownership is essential to the health, well-being and ongoing sustainability of our communities. HomeStart's role, within the framework of government policy, is to provide leadership and innovation in the housing finance sector by enabling more South Australians to fulfil their home ownership dreams. We do this through the provision of innovative housing finance solutions. More importantly, we do this through our core strength – our people.

Our Values:

Achievement	Simplicity	Integrity
We are focussed on creating positive outcomes for each other	We are focussed on simplifying the way we do business	We are honest and genuine with each other

Position Purpose:

Responsible for facilitating and driving change and end user adoption of new programs, systems, or processes across the organisation through communication, training and business engagement.

Positions reporting to this position:

- Nil

Other significant working relationships:

Internal:

- People & Performance Leader, Program Manager, Project Managers, All People Leaders across the organisation, employees, Project Executive, IS Team, Marketing and Communications Team, CI Specialist.

External:

- Software vendors, consultants, training providers.

Primary outcomes and accountabilities

Key results areas	Performance measures
Operational responsibilities	<ul style="list-style-type: none"> • Conduct change analysis (stakeholder analysis, change impact and gap analysis, training needs analysis and plans for every employee). • Identify potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address concerns. Conduct readiness assessments, evaluate results and present findings in a logical and easy-to-understand manner. • Apply a structured change management approach and methodology for the people side of change caused by projects and change efforts. • Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change. • Develop a set of actionable and targeted change management plans (including change leadership plan, education and training plan and resistance management plan). • Work with Project Managers to integrate change management activities into the overall project plan. • Create and manage measurement systems to track adoption, utilisation and proficiency of individual changes. • Work with other specialists i.e. Marketing and Communications in the formulation of particular plans to support project implementation. • Undertake project administration, monitoring and reporting tasks. • Assemble / collate project information to produce coordinated, consolidated and timely reporting. • Facilitate training sessions across every level to drive and embed change management.
Financial Management	<ul style="list-style-type: none"> • Monitor all relevant administration costs to ensure proper budgetary controls are exercised and budget variances are accounted for. • Review and approve all expenses relating to relevant cost centres according to delegations specified in the Register of Financial Authorities document.
Corporate Responsibilities	<ul style="list-style-type: none"> • Ensure the appropriate application and recording of risks according to HomeStart's Risk Management Policy and Practices. • Ensure compliance to HomeStart financial policies and procedures. • Maintain a commitment to EEO, Diversity, Ethical Conduct and the legislative requirements of the WHS Act 2012. • Model ethical behaviour and practices consistent with SA Government Code of Ethics for Public Sector Employees. • Understand and follow workplace safety initiatives and procedures, identify hazards and contribute to a safe working environment.

Behavioural profile

Achievement	<i>Takes personal accountability and demonstrates initiative, determination and drive to achieve high quality results and innovative solutions that make a difference to our people and customers.</i>
Self-Actualising	<i>Seeks opportunities to develop and grow. Shows an awareness of and belief in own abilities. Brings energy and creativity to positively impact and influence others.</i>
Humanistic-Encouraging	<i>Inspires, encourages, challenges and supports others to improve and grow by genuinely listening and providing constructive and timely feedback.</i>
Affiliative	<i>Acts in ways which promote and support HomeStart as one organisation with a common purpose and set of values. Is prepared to set aside own agenda in the interests of HomeStart as a whole as well as supporting and encouraging co-operation within and across teams.</i>

Other Requirements

Essential criteria

- Detail oriented and efficient
 - Interpersonal and influencing skills
 - Excellent time management skills and proven ability to meet deadlines
 - Excellent oral and written communication skills
 - Excellent presentation skills
- Degree in Business, Human Resources, Organisational Psychology or equivalent. Demonstrated experience in the coordination and running of large change management projects with project timelines of over 12 months. Experience in stakeholder engagement and working with technical and non technical employees.

Special conditions

- National Criminal history check (no more than 12 months old)

Acknowledgements

Signed

Signed

Name of employee

Name of People Leader

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