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| **Position title** | | | **Change Manager** |
| **Team/Group** | | | Office of the CEO |
| **Work level** | | | 4 |
| **Position reporting to** | | | Change and Communications Lead |
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| **Vision, mission and values** |  | Beyond Blue’s vision is that all people in Australia achieve their best possible mental health. Our mission is to work with the community to improve mental health and prevent suicide. We aim to achieve this by:   1. Promoting mental health and wellbeing 2. Being a trusted source of information, advice and support 3. Working together to prevent suicide   Beyond Blue’s values are **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity.** | |
| **Position purpose** |  | The core purpose of the Beyond Blue People and Culture team is to strategically partner with our stakeholders to continuously develop and build capability to deliver on Beyond Blue’s organisational strategy. We enable this by facilitating an environment that promotes mental health with flexible ways of working, grounded by our values which enables our leaders and employees to service our community. We strive to ensure our people have the best possible employee experience during their time with Beyond Blue and are acutely aware of our responsibility in managing employee branding both internally and externally.  In this role you will be part of our change management function and will work with the Change & Culture lead and change team to ensure our business initiatives are successfully supported through high quality change management and communications. This should result in:  • Beyond Blue staff adopting new ways of working that embed community centricity in our day-to-day work; and  • Beyond Blue staff understanding where we’re going, how we’re going to get there, when they will be consulted, and how they can contribute.  This role will work collaboratively with stakeholders to lead them through the  change process and has a key accountability for the successful development and  execution of change management plans across a number of projects. | |

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| **Role dimensions** |  | **Direct Reports** | | *Nil* |
| **Overall team** | | *List other teams/functions within the Group* |
| **Financial Delegation** | | *As per the delegation* |
| **Key accountabilities** |  | * Manage end-to-end change requirements across multiple projects. * Develop, deliver and maintain effective change organisational change strategies and supporting plans to support people centric delivery of project goals. * Apply the frameworks and tools for change management and internal communications. * Provide direct support and coaching to all levels of project stakeholders as they support people through technology and process change. * Manage multiple projects and provide support to multiple project teams. * Develop key change management deliverables for specific projects such as: stakeholder analysis, change impact analysis, change readiness assessments, training plans, information sessions, internal communications plans, leadership coaching plans and senior manager toolkits. * Identify potential resistance to change and suitable mitigation activities. * Develop and execute change, workforce transition, communication and training plans. * Manage change to deliver against the approved project deliverables, budget, plan and schedule. * Implement appropriate metrics that evaluate the success and impact of change strategies and initiatives, including employee and stakeholder feedback to allow for continuous improvement. * Always conduct change management according to Beyond Blue’s mission, vision and values. * Leverage tools and technology to drive collaboration, agility, knowledge management and improved communication across the organisation. * Contribute to building the organisation’s change management capability through knowledge sharing, coaching and mentoring. * Always conduct change management according to Beyond Blue’s mission, vision and values. | | |
| **Key behaviours** |  | * We are community centric and focus on solving problems, listening and adjusting plans to deliver better outcomes for the community * We create a sense of fun and light-heartedness, and channel our energy and enthusiasm into meaningful work * We create clarity and ensure our actions align to our strategy, so we can prioritise our finite resources * We collaborate to provide solutions and options for feedback * We actively listen, and communicate openly and transparently * We build relationships internally and partner with the whole organisation on shared goals, problems, and solutions * We build relationships externally and partner with key external stakeholders for the benefit of the community * We adapt, flex and take an agile approach to plans to meet community need | | |
| **Qualifications and key selection criteria** |  | 1. Bachelor’s degree in business, human resources or another related field. 2. Certified in a change management framework (Prosci ADKAR preferred) and lean change management methodologies. 3. Minimum of 5 years of extensive work experience in organisational and project change management with a strong knowledge of and experience with change management frameworks and tools. 4. An in depth understanding of how people go through a change and the change process. 5. Familiarity with project management approaches, tools and phases of the project lifecycle with experience in developing and implementing change management and communications plans aligned with change management frameworks in complex operating environments 6. Acute business acumen and understanding of organisational issues and challenges 7. Strong awareness in developing stakeholder connections, building strong relationships and developing an understanding in others so to motivate and equip them to confidently address resistance to change. 8. Sound knowledge and experience researching and analysing issues quickly and providing appropriate and innovative change management, planning, adoption and communications advice. 9. Demonstrated ability to prepare a variety of documentation types to a high standard with a high level of attention to detail, and the ability to conceptually analyse and synthesise information. 10. Exceptional communication and stakeholder management skills including ability to proactively resolve conflict or issues. This includes internal and external stakeholder needs assessment, facilitation, meeting quality standards for services, evaluation of stakeholder satisfaction, and the ability to build and maintain working relationships 11. Ability to manage multiple priorities and deadlines in a fast paced environment. | | |
| **Core Capabilities** |  | *Community voice​* | Capture community insights, ensure community insights inform our work, test we are having ​ | |
| *Community awareness & system change​* | Shift to a community centric way of operating, with the community and the need for system change informing how we work​ | |
| *Digital Capability Big Blue Door delivery​* | Increase our impact and reach across the community, and better understand and respond to community need and deliver personalised support informed by community insights and data. ​ | |
| *Agile Leadership​* | Respond in a shorter period of time and to enable more flexible and adaptable utilisation of resources across the organisation. It also enables us to embed our Ways of Working culture. ​ | |
| *Sustainable & diverse funding sources and supporting social impact​* | Develop a sustainable and diverse funding base, that strengthens our culture of philanthropy. We will invest and spend wisely, and plan for the longer term.​ | |
| *Best governance and demonstrating impact* | Balances stability and strong oversight, with dynamic decision-making processes that support responsive ways of working. We will measure our success – and our learnings – and share our insights with donors, philanthropists and government supporters. | |
| *Partner strategically for maximum impact​* | Work with the community, education, business, philanthropy and across government. Our engagement with partners will be purposeful, inclusive, transparent and respectful. | |
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