

# POSITION STATEMENT

<b>Title:</b>	Change Manager	<b>Position no:</b>	7028
<b>Level:</b>	IBA Level 6	<b>Last updated:</b>	June 2023
<b>Location:</b>	Very flexible on location preference for capital cities in Australia	<b>Term:</b>	permanent
<b>Program:</b>	People and External Relations		
<b>Section:</b>	People, Performance and Culture		
<b>Context:</b> <p>Indigenous Business Australia, partners and invests with Aboriginal and Torres Strait Islander people who want to own their future. We go further than provide money; we invest in people, places and ideas that are ready. We help make them real. We're deeply invested in the financial success and economic independence of Indigenous Australians. It's why we exist.</p> <p>We provide a range of services for Indigenous Australians to create wealth and accumulate assets, take up investment opportunities, create business enterprises that provide additional employment opportunities, and to purchase homes. We achieve these outcomes by applying a commercial focus, and by building mutually respectful and productive partnerships with Indigenous Australians, government, non-government and private sector organisations.</p> <p>Our staff are invested, informed, responsive, respected and connected.</p> <p>The People Performance and Culture (PPC) team is dedicated to supporting IBA achieve its people and performance goals and organisational objectives. We do this through the delivery of a wide range of services that support our employees to deliver their best possible performance every single day. Our team members are professional, honest and ethical. We strive for excellence and continuous improvement in all that we do. Team members work across multi-disciplinary areas of HR to service our customer's needs.</p>			
<b>Role:</b> <p>Reporting to the Senior Manager of People Performance &amp; Culture, the position will be accountable for the change management initiatives of various size and complexity, through the delivery lifecycle, from concept into transition to operations, in line with IBA's methods and procedures.</p> <p>Your role is pivotal in driving change and transformation. You will be accountable for managing initiatives of various sizes and complexities, ensuring they progress smoothly from concept to operational integration, following IBA's methods and procedures.</p> <p>The Change Manager will oversee both technically-managed changes and business-initiated changes focused on people and process improvements. With your expertise in change management, you will contribute to optimising operations, systems, and processes, making a meaningful impact on Indigenous businesses and communities.</p> <p>The Change Manager will foster a culture of change, innovation, and continuous improvement at IBA, empowering Aboriginal and Torres Strait Islander people to seize opportunities and achieve their potential.</p>			

**Duties:**

- Developing and executing change management strategy and plans for projects and/or change initiatives.
- Completing change impact assessments of planned organisational change.
- Identifying risks and developing risk mitigation tactics.
- Identifying and managing anticipated resistance to change.
- Leading change management work streams with a structured methodology / process.
- Supporting development of communications relevant to change initiatives.
- Providing coaching and training to employees at all levels
- Providing reporting and other updates to management and project teams.
- Ownership of overall Change Management process leading to achievement of organisation outcomes and benefits
- Build and develop effective working relationships with internal and external stakeholders, service providers and suppliers.
- Facilitation of the Process design workshops
- Coaching team members to uplift the team Way of Working
- Stakeholder analysis and management
- Defining success metrics and measuring performance against these.

**Key Stakeholders and relationship of the role**

- Internal Stakeholders (Executive Directors, Senior Managers, Team Leaders, Staff members)
- Project members (Project Managers, Product Owners, Process & Business Analysts, Architects)
- IT department (Application, IT Service Management, Integration, Security team)
- External Vendor teams

**Required capabilities (These are essential unless otherwise indicated.)****Qualification**

- Tertiary qualification in Business and or Human Resource Management
- Change management certification or designation desirable.; PROSCI,
- Accreditation in team/behavioural profiling (desirable)
- Certification in process design desirable; Six Sigma

**Knowledge and experience**

- At least 10 years Change Management experience, with at least 7 years managing large and multiple projects with the ability to demonstrate familiarity with project management approaches, tools and phases of the project lifecycle and working on a wide variety of change management projects from systems and processes to cultural changes.
- A knowledge of contemporary challenges and issues facing Aboriginal and/or Torres Strait Islander peoples and an ability to communicate with Aboriginal and Torres Strait Islander staff.
- Experience in designing & quality assuring Organisational Core Processes, working with Change Fatigue, and facilitating large groups/workshops to achieve outcomes.
- Experience with large-scale organisational change within the Government and/or Not for Profit sector
- Adequate experience in process mapping, data analysis and systems to be able to undertake effective change impact assessments
- Experience working with all levels, as described in the key stakeholder and relationships of the role above

**Skills and Attributes**

- Flexible and adaptable; able to work in ambiguous situations.
- A solid understanding of how people go through a change and the change process
- Exceptional communication skills – both written and verbal and active listening skills to influence others and move toward a common vision or goal.
- Organised with a natural inclination for planning strategy and tactics.
- Problem solving and root cause identification skills.
- Must be a team player and able to work collaboratively with and through others.
- Highly proficient in Microsoft Office (Excel, Word, PowerPoint)

**Reference documentation:** [www.iba.gov.au](http://www.iba.gov.au)

- About Us – Our Values
- About Us – Working at IBA
- About Us – News and Publications – Annual Reports

**Further enquiries:** Jillian Campbell  
email: [jillian.campbell@iba.gov.au](mailto:jillian.campbell@iba.gov.au)

**Applications:** email to [ibarecruitment@iba.gov.au](mailto:ibarecruitment@iba.gov.au) or  
mail to: IBA Recruitment, PO Box 650, Fyshwick ACT 2609

- Application Coversheet
- Resume
- Cover letter touching on your skills and experience that are necessary for your success in this position

Please note that applications not accompanied by the Application Coversheet available from our website or sent directly to the enquiry officer will not be accepted.

**Closing date:**