Role Description
Change Coordinator

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	As assigned
Position Description no	19581-01
Classification/Grade/Band	TAFE Worker Level 9
Senior executive work level standards	Not Applicable
ANZSCO Code	223111
PCAT Code	1224692
Date of Approval	April 2024
Agency Website	www.tafensw.edu.au

Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

Primary purpose of the role

This position is responsible for supporting the design, development and implementation of change management to successfully adopt and embed changes (system, process, people and culture) and address impacts relating to implementing the change. This role is also responsible for supporting and implementing initiatives to address issues affecting project continuity including team member transition, knowledge retention and stakeholder relationships, ensuring project capability and momentum are maintained.

Key accountabilities

1. Work closely with the Program Manager, Change Manager and relevant project stream leads and subject matter experts to support initiatives that will increase business readiness, take-up and sustained adoption of changes to achieve planned program objectives and associated benefits.
2. Provide practical support to the Program on the effective application of the TAFE NSW Change Management Framework, associated methodologies and tools to ensure sound governance and consistency in change management processes.
3. Implement stakeholder engagement strategies to maximise opportunities for consultation and collaboration on change related activities, early identification of implementation barriers and solutions, optimising successful deployment of the change.
4. Conduct change impact analyses, including leading change impact discussions and documenting outcomes, to assess the scale of change involved, identify issues and develop solutions in consultation with stakeholders.
5. Support the review of change plans used to drive change activity across key domains including communications, change leadership, engagement, training and coaching in order to maximise business adoption of change and capability to address impacts.
6. Assist in the planning, design, development and delivery of program related communications and roll out activities through provision of input, which may include briefings, workshops and production of resource material to actively support project implementation and outcomes.
7. Implement initiatives to address issues affecting project momentum and team capability through the total project lifecycle, including strategies relating to project team handover, knowledge retention, stakeholder engagement and communications continuity.
8. Provide input into the design and delivery of programs, related documentation and resources in order to deliver change strategies that measurably achieve the intended outcomes.
9. Coordinate change activities across the program, provide regular reporting on progress and outcomes against relevant plans, identifying areas of risk and recommending options for mitigation.
10. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
11. Place the customer at the centre of all decision making.

Key challenges

- Implementing and supporting strategies in close conjunction with business stakeholders to reduce business disruption, increase business take-up and protect the customer experience.
- Driving consistency and transparency throughout change management processes and documents to ensure alignment across the program and broader TAFE NSW modernisation projects portfolio.
- Working within complex stakeholder landscapes and responding in a flexible and agile way to changing timelines and requirements.
- Provide feedback on issues and impacts to the project team to deliver on objectives over the longer term and developing practical strategies to address.

Key relationships

Internal

Who	Why
Line Manager	- Receive guidance, support and direction. - Alert where change situations may indicate a need for risk management / resolution interventions and recommend solutions. - Implement approved risk management initiatives to ensure the on time delivery of activities.

Program Manager	• Provide advice, support and guidance in the implementation of the change management process. • Support maintenance of project team capability, continuity and ability to minimise disruptive impacts over time. • Provide information and reporting as required. • To engage, provide information, gain input, and develop understanding and support for the change management activities of the program. • Maintain accurate stakeholder lists for change activities. • Collaborate on change management strategies and activities to support project deployment. • Liaise and consult on impacts to project team capability and continuity and development of strategies to address.
Communications Manager	• To engage, provide information, gain input, and develop understanding and support for the communications activities of the program. • Facilitate cascading communications to key stakeholder groups. • Participate in communications planning including providing input into targeted communications plans leveraging innovative channels to support employee engagement. • Participate in the delivery of communications to stakeholders and maintain accurate stakeholder lists for communications activities. • Support the program communication effort with the design, development, delivery and management of communications.
Subject Matter Experts / Key Stakeholders	• Collate relevant information to inform change implementation and transition plans for organisational functions impacted by change. • Identify, engage and develop strong relationships with key stakeholders. • Liaise on business engagement, collaboration and ownership.

Role dimensions

Decision making

- Makes decisions on complex and sensitive issues through the detailed analysis of alternative courses of action and their implications on achieving organisational objectives and strategies.
- Matters requiring a higher level of approval are referred to the Change Lead.

Reporting line

Relevant Program Manager /Lead

Direct reports

Determined by program

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Degree qualification in related field or equivalent significant experience relevant to the role.

3. Demonstrated experience in the leading, managing, coordinating and supporting organisational change delivery in a large private or public sector organisation.
4. Significant experience developing and implementing change management plans to support successful project deployment.

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

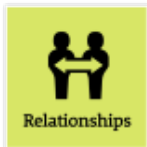| Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Take the initiative and act in a decisive way • Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation	Advanced
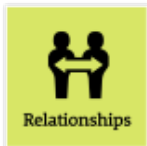
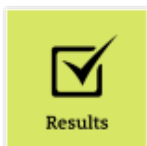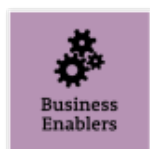|	Communicate Effectively		Advanced
Relationships	Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	
Relationships	**Work Collaboratively** Collaborate with others and value their contribution	• Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies	Advanced
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept
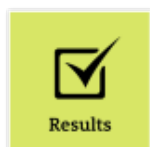
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Advanced
	Project Management Understand and apply effective planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Advanced
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept

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