

## ORGANISATIONAL CHANGE SPECIALIST

BRANCH/UNIT	Corporate Services		
TEAM	Organisation Design Program		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 9		
POSITION NO.	TBA		
ANZSCO CODE	132311	PCAT CODE	TBA
TAFE Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>		

### 1. ORGANISATIONAL ENVIRONMENT

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.

### 2. POSITION PURPOSE

The Organisational Change Specialist is responsible for providing advice to management and implementing People & Safety initiatives that support identified groups undergoing organisational change.

### 3. KEY ACCOUNTABILITIES

1. Analyse data and work closely with the business to develop and maintain accurate reports of the overall baseline and establishment, to ensure affected employees are accurately identified and provided with the appropriate opportunities and support throughout the implementation of organisational change initiatives.
2. Work closely with other streams within the Organisation Design Program to facilitate and implement organisational change initiatives.
3. Continually monitor organisational change initiatives to ensure all associated change is undertaken in line with current public sector policy and legislation, applicable Enterprise Agreements and other associated TAFE NSW policies and guidelines.
4. Conduct comparative and employee impact analysis as critical inputs to determine affected employee eligibility status and ensure employees are progressed through the placement process in a fair and equitable manner.
5. Continually engage with key stakeholders to provide specialist advice on the implementation of organisational change initiatives.
6. Work in collaboration with key stakeholders in managing the people impacts of organisational change to ensure business continuity by supporting managers and staff through change processes and identifying mitigation strategies to limit industrial impact.
7. Working closely with the Organisational Change Business Partners, and Leads, to collaborate on all processes and milestones relating to the overall program objectives.
8. 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.
9. Place the customer at the centre of all decision making.
10. Work with the Line Manager to develop and review meaningful performance management and development plans.

### 4. KEY CHALLENGES

- Managing competing priorities in a complex and potentially volatile environment.
- Effectively embed organisational change implementation processes within a highly complex environment of multiple employment classifications / employee status arrangements.
- Ensure delivery of quality outcomes in a project where tight timeframes are regularly imposed.
- Maintaining an awareness of current, legislative/regulatory and organisational change practices to maintain the highest quality of service delivery.

### 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Organisational Change Business Partnering Lead / Organisational Change Business Partner	<ul style="list-style-type: none"> <li>• Receive leadership guidance and support.</li> <li>• Escalate contentious issues.</li> </ul>

Organisation Design, Change and Project Management Teams	<ul style="list-style-type: none"> <li>Work collaboratively with to identify risks, monitor milestones, locate, manage and coordinate interdependencies and provide recommendations and continuous improvement to the organisation design program.</li> </ul>
Sponsors and key stakeholders	<ul style="list-style-type: none"> <li>Provide quality high level advice and consultancy support.</li> </ul>
Position Description and Evaluation Team	<ul style="list-style-type: none"> <li>Work in partnership to ensure comparative analysis, PD preparation and evaluation supports project outcomes.</li> </ul>

## 6. POSITION DIMENSIONS

**Reporting Line:** Organisational Change Business Partnering Lead

**Direct Reports:** Nil

**Indirect Reports:** Nil

**Financial delegation:** TBA

**Budget/Expenditure:** TBA

**Decision Making:**

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

## 7. ESSENTIAL REQUIREMENTS

- Degree in relevant discipline or equivalent skills, knowledge and experience.
- Experience in the coordination and delivery of organisational change implementation processes, with a focus on managing the impacts on people.
- Ability to address and meet focus capabilities as stated in the Position Description.

## 8. CAPABILITIES





### NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced


CAPABILITY GROUP	NAME	LEVEL
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	Display Resilience & Courage	Adept
	<b>Act with Integrity</b>	<b>Adept</b>
	Manage Self	Adept
	<b>Value Diversity</b>	<b>Adept</b>
	Communicate Effectively	Adept
	<b>Commit to Customer Service</b>	<b>Advanced</b>
	<b>Work Collaboratively</b>	<b>Advanced</b>
	Influence and Negotiate	Adept
	<b>Deliver Results</b>	<b>Adept</b>
	Plan And Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Intermediate</b>

## FOCUS CAPABILITIES

The focus capabilities for the Organisational Change Specialist are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities.

### NSW Public Sector Focus Capabilities

<div>  <b>NSW Public Sector Capability Framework</b> </div>		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Adept	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way and encourage others to do so.</li> <li>Demonstrate professionalism to support a culture of integrity within the team/unit.</li> <li>Set an example for others to follow and identify and explain ethical issues.</li> <li>Ensure that others understand the legislation and policy framework within which they operate.</li> <li>Act to prevent and report misconduct, illegal and inappropriate behaviour.</li> </ul>
<b>Personal Attributes</b> Value Diversity	Adept	<ul style="list-style-type: none"> <li>Seek to promote the value of diversity for the organisation.</li> <li>Recognise and adapt to individual differences and working styles.</li> <li>Support initiatives that create an environment in which diversity is valued.</li> </ul>
<b>Relationships</b> Commit to Customer Service	Advanced	<ul style="list-style-type: none"> <li>Promote a culture of quality customer service in the organisation.</li> <li>Initiate and develop partnerships with customers to define and evaluate service performance outcomes.</li> <li>Promote and manage alliances within the organisation and across the public, private and community sectors.</li> <li>Liaise with senior stakeholders on key issues and provide expert and influential advice.</li> </ul>

• NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Identify and incorporate the interests and needs of customers in business process design.</li> <li>Ensure that the organisation's systems, processes, policies and programs respond to customer needs.</li> </ul>
<b>Relationships</b>		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> <li>Build a culture of respect and understanding across the organisation.</li> <li>Recognise outcomes which resulted from effective collaboration between teams.</li> <li>Build co-operation and overcome barriers to information sharing and communication and collaboration across the organisation and cross government.</li> <li>Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions.</li> </ul>
<b>Results</b>		
Deliver Results	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering on intended outcomes.</li> <li>Make sure team/unit staff understand expected goals and acknowledge success.</li> <li>Identify resource needs and ensure goals are achieved within budget and deadlines.</li> <li>Identify changed priorities and ensure allocation of resources meets new business needs.</li> <li>Ensure financial implications of changed priorities are explicit and budgeted for.</li> <li>Use own expertise and seek others' expertise to achieve work outcomes.</li> </ul>
<b>Business Enablers</b>		
Project Management	Intermediate	<ul style="list-style-type: none"> <li>Perform basic research and analysis which others will use to inform project directions.</li> <li>Understand project goals, steps to be undertaken and expected outcomes.</li> <li>Prepare accurate documentation to support cost or resource estimates.</li> <li>Participate and contribute to reviews of progress, outcomes and future improvements.</li> <li>Identify and escalate any possible variance from project plans.</li> </ul>