

Role Description

Principal - Change Manager

Cluster	NSW Health
Agency	Health Professional Councils Authority
Division/Branch/Unit	Health Professional Councils Authority (administrative unit of HAC) / Health System Support
Location	Sydney
Classification/Grade/Band	Clerk Grade 11/12
Role Number	700583
ANZSCO Code	511112
PCAT Code	3331192
Date of Approval	September 2019
Agency Website	www.health.nsw.gov.au

Agency overview

The Health Professional Councils Authority (HPCA) is an administrative body of the Health Administration Corporation and is an executive agency of the Ministry for Health. The HPCA provides regulatory services and the administrative and functional support to 15 New South Wales Health Professional Councils.

The Councils operate in conjunction with the Health Care Complaints Commission to protect the public. The HPCA is a rewarding organisation offering cultural diversity and flexible working conditions whilst continually promoting NSW Health CORE values.

For more information go to www.health.nsw.gov.au and www.hpca.nsw.gov.au

Primary purpose of the role

The Change Manager is responsible for leading change in relation to core projects across the HPCA. This role will build the HPCA's capacity and capability for change resilience and change readiness through effective communication, consultation, training, support and advice. The Change Manager will lead the planning, implementation and the monitoring of change to ensure that change is successfully embedded across the HPCA.

Key accountabilities

- Develop and implement effective change management programs for key projects as identified in strategic and action plans and prioritised by the executive team.
- Provide timely and accurate advice regarding preparing, planning, implementing and managing change projects and programs across the HPCA.
- Provide advice and recommendations on the engagement of key stakeholder groups, contribute to the development of stakeholder and communication plans, and engage with relevant internal and external stakeholders to contribute to the successful achievement of project outcomes.

- Support the executive team to fulfil their role as change sponsors and provide direct support and coaching to all levels of management as they lead their teams through implementation and adoption of new systems, roles and ways of working.
- Monitor, assess and assure change readiness, identify emerging stakeholder issues and recommend options, solutions and advice to ensure the success of the change management program.
- Identify risks and implement mitigation strategies in consultation with the executive team, project managers and other key stakeholders.
- Design and develop standardised metrics for the measurement of change effectiveness and business readiness to gain insight into how change is being embedded in the organisation and take appropriate corrective action to drive success.

Key challenges

- Gain the buy-in and support of multiple stakeholders, balancing conflicting needs and interests and concurrent competing demands, in a high pressure and high-volume work environment with tight deadlines.
- Influence business areas to adopt a range of strategies and initiatives that build a strong change management culture.

Key relationships

Who	Why
Internal	
Executive Management Team, HPCA	<ul style="list-style-type: none"> • Provide strategic advice, support and coaching on organisational change
President and members of the Council	<ul style="list-style-type: none"> • Provide expert advice; exchange information; consult and collaborate on key issues, initiatives and projects
Executive Officers and Team Leaders	<ul style="list-style-type: none"> • Provide strategic advice, support and coaching on organisational change
External	
NSW Government agencies (eg Ministry of Health, Health Care Complaints Commission)	<ul style="list-style-type: none"> • Engagement and consultation on strategy, policy and projects and maintain collaborative relationships • Resolve and provide solutions to issues
Australian Health Practitioner Regulation Agency, National Boards	<ul style="list-style-type: none"> • Engagement and consultation on strategy, policy and projects and maintain collaborative relationships • Resolve and provide solutions to issues
Vendors/Service providers	<ul style="list-style-type: none"> • Engagement and consultation on strategy, policy and projects and maintain collaborative relationships • Resolve and provide solutions to issues

Role dimensions

Decision making

The Change Manager is required to make recommendations based on sound evidence. They are required to consult with the Manager on any course of action for matters that are sensitive, high-risk or business critical, or

for those issues that have broader resource or project / program implications, or significantly impact the provision of service and advice.

Reporting line

The role reports to the Director.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualifications in change management, organisational development, human resource management, business or relevant equivalent experience.
- Demonstrated expertise in leading change management projects and extensive knowledge of change management principles, methodologies and tools.






Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

The full list of capabilities and the level required for this role are set out below. The focus capabilities appear in bold. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Advanced
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Adept

Focus capabilities

The focus capabilities for the role 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 role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Act to prevent and report misconduct, illegal and inappropriate behaviour
Manage Self	Advanced	<ul style="list-style-type: none"> 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 Maintain a high level of personal motivation Take the initiative and act in a decisive way
Relationships		
Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Work Collaborately	Advanced	<ul style="list-style-type: none"> Build a culture of respect and understanding across the organisation Recognise outcomes which resulted from effective collaboration between teams

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government• Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Influence and Negotiate	Adept	<ul style="list-style-type: none">• Encourage a culture of recognising the value of collaboration• Build co-operation and overcome barriers to information sharing and communication across teams/units• Share lessons learned across teams/units• Identify opportunities to work collaboratively with other teams/ units to solve issues and develop better processes and approaches to work
Results		
Think and solve problems	Adept	<ul style="list-style-type: none">• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness• Identify and share business process improvements to enhance effectiveness
Business Enablers		
Project Management	Adept	<ul style="list-style-type: none">• Prepare clear project proposals and define scope and goals in measurable terms• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements• Prepare accurate estimates of costs and resources required for more complex projects• Communicate the project strategy and its expected benefits to others• Monitor the completion of project milestones against goals and initiate amendments where necessary• Evaluate progress and identify improvements to inform future projects.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
People Management		
Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none">• Develop team/unit plans that take into account team capability and strengths• Plan and monitor resource allocation effectively to achieve team/unit objectives• Ensure team members work with a good understanding of business principles as they apply to the public sector context• Participate in wider organisational workforce planning to ensure the availability of capable resources
