

CHANGE ANALYST

BRANCH/UNIT	Shared Services Group/Continuous Improvement		
TEAM	Project Delivery		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 8		
POSITION NO.	TBA		
ANZSCO CODE	224712	PCAT CODE	1229192
TAFE Website	www.tafensw.edu.au		

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 Change Analyst is responsible for identifying the impacts resulting from changes to people, process, systems and culture; the development and delivery of key documentation to support; and the successful implementation of change activities resulting from that analysis. This role will support the Project Delivery team in ensuring the overall change management implementation is aligned to TAFE NSW policies, providing adequate support and input through the implementation of change.

3. KEY ACCOUNTABILITIES

1. Plan and lead the facilitation of change impact discussions with TAFE stakeholders to identify and quantify impacts, risks and issues.
2. Provide input and insights into change planning to ensure change management approaches align with TAFE NSW Policy.
3. Document change impact assessment outcomes, to determine the scale of change and associated business readiness activities required for successful change.
4. Represent the findings of change impact analysis in planning discussions with the Project Delivery team in order to shape program deliverables.
5. Support the development of training plans, implementation plans and deployment of both.
6. Coordinate and track the monitoring of actions arising from change impact assessment.
7. Provide input, document requirements, test and support the delivery of training programs in order to deliver change solutions that measurably impact the change.
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 meaningful performance development and review plans.

4. KEY CHALLENGES

- Developing business readiness, implementation and support models in close conjunction with stakeholders to reduce business disruption, increase take-up and protect the customer experience.
- Driving consistency and transparency throughout change management processes and documents to ensure alignment across the change framework.
- Working within complex stakeholder landscapes and responding in a flexible and agile way to changing timelines and requirements.
- Maintaining strong personal links and networks across TAFE NSW

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Associate Director Project Delivery	<ul style="list-style-type: none"> Receive leadership, advice and support
Change Manager	<ul style="list-style-type: none"> Receive guidance, support and direction. Pre-emptively alert where change situations may indicate a need for risk management / resolution interventions. Implement approved risk management initiatives to ensure the on time delivery of activities. To engage, provide information, gain input, and develop understanding and support for the change management and communications activities of the program
Project Managers	<ul style="list-style-type: none"> Provide input based on impacts and implementation of change management activities. Ensure change plans are aligned with program plans. Agree and monitor activities that drive successful outcomes. Maintain accurate stakeholder lists for change activities.
Continuous Improvement team	<ul style="list-style-type: none"> Liaise, engage and share information.
Subject Matters Experts/Key Stakeholders	<ul style="list-style-type: none"> Collate relevant information to inform change implementation and transition plans for organisational functions impacted by change. Identify, engage and develop relationships with impacted stakeholders

6. POSITION DIMENSIONS

Reporting Line: Associate Director Project Delivery

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues that have a high level of impact on the immediate work area and the potential to impact more broadly on agency operations and externally.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Degree in relevant discipline or equivalent skills, knowledge and experience.
2. Experience in impact assessments, implementation planning, mining insights and analysis for medium/large scale change programs involving multiple business units.
3. Ability to extract and analyse data and provide sound recommendations and advice.
4. Ability to engage and build rapport with stakeholders
5. 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
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity and Inclusion	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan And Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Adept

FOCUS CAPABILITIES

The focus capabilities for the Change Analyst 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

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Manage Self	Adept	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices. Look for and take advantage of opportunities to learn new skills and develop strengths. Show commitment to achieving challenging goals. Examine and reflect on own performance. Seek and respond positively to constructive feedback and guidance. Demonstrate and maintain a high level of personal motivation.
Relationships		
Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to diverse audiences. Clearly explain complex concepts and arguments to individuals and groups. Create opportunities for others to be heard, listen attentively and encourage them to express their views. Share information across teams and units to enable informed decision making. Write fluently in plain English and in a range of styles and formats. Use contemporary communication channels to share information, engage and interact with diverse audiences.
Relationships		
Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture that recognises the value of collaboration. Build cooperation and overcome barriers to information sharing and communication across teams and units. Share lessons learned across teams and units. Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work. Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services.
Results		
Deliver Results	Adept	<ul style="list-style-type: none"> 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.
Results		
Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence.
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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience. • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience. • Seek contributions and ideas from people with diverse backgrounds and experience. • Participate in and contribute to team or 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"> • 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.