

Change Manager – ERP Technology One

CLASSIFICATION: Contract until June 2025

OCCUPANT: Vacant

DATE: March 2024

POSITION CONTEXT & OBJECTIVE(S):

The Councils of Corangamite Shire, Moyne Shire and Warrnambool City have formed an ICT Joint Venture Alliance, South West Councils ICT Alliance (SWCICTA), with a major project being the uplift of their entire ERP to a SaaS environment with supplier Technology One.

The ERP Project called Coastal Connect is governed by, and operated under, the unincorporated Joint Venture between the three Councils with Warrnambool City Council being the employer. Coastal Connect recognises the significant benefits for the Councils, and their communities, in having a shared system using common business processes to support the improvement of the Corporate and Customer Support functions.

Reporting to the Executive Manager – IT Strategy and Transformation Shared Services, the Change Manager – ERP Technology One will lead the change management processes for the implementation phase of the Coastal Connect Project and co-ordinate the learning and development needs of all staff throughout the project. This will incorporate the implementation of the change management plan, training and development plan and stakeholder engagement plan.

KEY RESPONSIBILITIES AND DUTIES:

- Identify key stakeholders, build relationships with, and develop their commitment to the project and the shared services vision.
- Work with the software vendor, key users and processes owners to develop shared common approaches across all three councils.
- Develop, implement and embed the change management and communication strategy for the implementation of the ERP system and associated other projects.
- Undertake regular communication with key stakeholders and the organisations in accordance with the communications plan.
- Engage, inform, influence, support and negotiate with stakeholders, particularly the service delivery teams who will be responsible for the technology services after project completion, and key business stakeholders.
- Work with the software vendor, key users and business representatives to prepare end user training material for the introduction of the software system.
- Assist with the delivery of training to staff where end user training may be required.
- Prepare reports, briefings and presentations to support and influence stakeholders to achieve project objectives and provide successful transition for teams and individuals.
- Ensure that business processes are accurately captured and documented. It is anticipated that a concurrent Project to implement Business process automation software will be undertaken.
- Problem solve and trouble-shoot, as necessary.
- Develop, implement and embed the change management and communication strategy for the implementation of the ERP system and associated other projects.
- Proactively engage stakeholders of the project to optimise software and processes change.
- Undertake and facilitate risk assessments relevant to the ERP software to identify risks and plan an appropriate strategy to mitigate risk. Review and report effectiveness and make recommendations to address any issues. Implement actions as approved.
- Fully define, document and implement a rigorous completion and operational handover regime for all works, ensuring that stakeholders and user groups are trained on the new processes and software. Embedding upon completion for handover to key stakeholders.
- Undertake, with assistance, evaluation of tenders and quotations and provide recommendations to action.
- Prepare reports and timelines for governance and funding bodies.

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KEY SELECTION CRITERIA:

Note for this role you do not need to address the KSC individually as part of your application.

Applicants should ensure that their resume demonstrates the experience and ability of the following:

- 3-5+ years of experience in a similar role.
- Outstanding communication skills with the ability to be creative and inclusive and to be able to facilitate and negotiate solutions to complex issues and interpersonal relationships
- Demonstrated knowledge and understanding of change management (and/or business analysis) methodologies and application of the methodology into real change scenarios
- Ability to be adaptable and flexible in managing complex project challenges
- Demonstrated success in leading and motivating all internal stakeholders
- Relevant degree or diploma qualification or relevant experience
- Demonstrated ability to electronically and professionally research issues, present documents and reports
- Desirable experience in the administration and management of an ERP platform.
- Ability to meet objectives within time constraints and conflicting demands.
- Ability to liaise effectively and professionally with external stakeholders

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

YES

The incumbent must have and maintain a Working with Children Check:

NO

ORGANISATIONAL RELATIONSHIPS:

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| Reports to: | Executive Manager – IT Strategy and Transformation Shared Services |
| Supervises: | Nil direct reports, but will be involved in supporting Council staff members across the Project. |
| Internal Contacts: | All Council Staff, Project staff, subject matter experts across the three Councils. |
| External Contacts: | External business partners including technology providers |

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

Responsible for:

- Ensuring that the Project is implemented in a professional manner across the three participating Councils
- Implementing the Project as per the timeline and deadlines
- Make a positive contribution to the Project and associated works

JUDGEMENT AND DECISION MAKING:

- Make decisions on all routine matters which are the responsibility of the position, provided that these are within delegated authority, legislative requirements, established policy and recognised standards.
- Make decisions that fit within the budget and strategy for the Project.
- As directed by the Executive Manager undertake problem solving activities in the area of Project Management.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Substantial experience in a similar role.

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- Comprehensive change management experience, in small and large projects
- Change management and extensive project management capability
- High level engagement skills across a variety of key stakeholders
- Business analytics skills
- Able to develop a comprehensive understanding of the long term goals of each Council, its values and aspirations and of the legal and socio-economic and political context in which local government operates
- Knowledge of ERP software systems
- Desirable experience with TechnologyOne software, including experience with configuration, customization, and administration of TechnologyOne systems.
- Desirable proficiency in the administration and management of an ERP platform.
- Ability to meet objectives within time constraints and conflicting demands.
- Excellent written and oral communications skills.
- Well-developed research and presentation skills.
- Negotiation skills and ability to assess complex issues and identify relevant solutions.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrated ability to plan, organise, set priorities and manage time
- Meeting objectives within time constraints and conflicting demands.
- Time management skills, including the ability to manage concurrent projects.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Position requires well developed interpersonal skills with the ability to discuss and resolve problems, motivate others and basic counselling and negotiation skills.
- Ability to liaise with counterparts in other organizations.
- Written communication skills to be able to effectively prepare external correspondence and draft reports on matters relating to field of expertise.
- Professionally represent the Council at external meetings and forums.
- Demonstrated skill in dealing with confidential matters.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Tertiary qualifications (diploma or degree) in a relevant discipline or significant experience in the area of project management, finance, information technology, business or extensive experience in a similar role.
- TechnologyOne OR any ERP experience OR IT Implementation Project Experience
- Change Management Experience (3-5+ years)
- Desirable experience in a government organisation or similar

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement, or Employment Contract as applicable.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

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| Name: | |
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| Signature: | |
| Date: | |

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