

POSITION DESCRIPTION

Position: Project Genesis - Senior Digital Change Manager

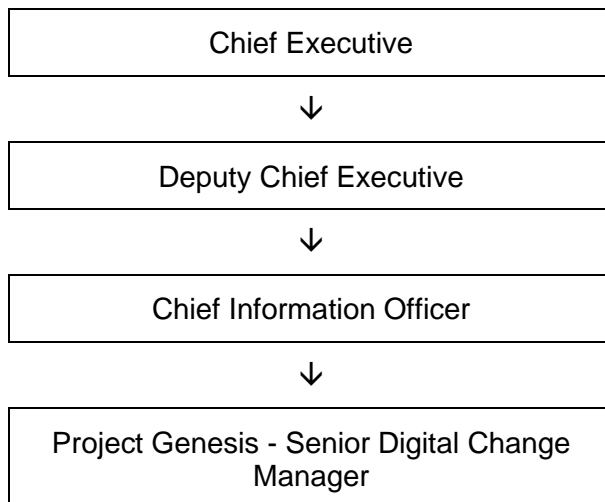
Team: Information Management & Business Transformation

Group: Corporate

Responsible To: Manager IMBT Strategic Projects

Responsible For:

Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora
Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki
Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it, and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Corporate Group which is led by the Deputy Chief Executive. The Corporate Group includes Finance, IMBT, Procurement, Risk and Records teams.

The Information Management and Business Transformation (IMBT) team is responsible for providing excellent technology solutions and services across Council – including day to day operations, transformation, and leading the transition to a digital-first organisational ethos.

Council is undertaking a project (Project Genesis) to migrate core ERP modules (TechnologyOne) to a cloud-based solution (TechnologyOne CiAnywhere).

The Senior Digital Change Manager role, within the IMBT team, is responsible for leading and facilitating change management activities within project Genesis to ensure the successful delivery of business change initiatives and strategic outcomes relating to this project.

The role is responsible for analysing the change the new ERP solution will bring. Planning, implementing, and evaluating change strategies to ensure Council staff are taken on the journey and understand why the change has occurred. This will be done by facilitating a collaborative approach to how project genesis generates change across Council and building ownership and capability in change leadership.

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
 - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
 - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
 - Promptly and accurately report and record any workplace injuries and incidents.
- Civil Defence and Incident & Emergency activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has an Employee Handbook which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have a responsibility are:

Change Management Relating to Project Genesis

- Assess the scope and scale of Project Genesis to determine the most appropriate change approach to achieve outcomes.
- Ensure the change approach is aligned with the organisations change strategy and is maximising synergies and integrating change with other change projects.
- Identify the change impact and size of the gap between the current state and future state, and ensure the right interventions are designed, developed and implemented to address these and equip those impacted for success.
- Facilitate collaborative design of and a shared vision and ownership of change across key functions within Council. Lead the co-design and delivery of effective change interventions, testing, learning and adapting the change approach as needed.
- Analyse all impacts on all stakeholder groups and develop approaches for addressing change resistance and achieving support for change. Regularly assess change readiness across all key stakeholder groups and implementers of change
- Establish clear traceability between the change objectives and measures of success to the project objectives, outputs and outcomes.
- Ensure there is effective monitoring in place of change, including the speed of adoption, extent of uptake and proficiency, and that the change has been well embedded to ensure sustained results and benefits realisation.
- Prepare estimates and detailed change plans.
- Manage the day-to-day change related activities and resources, and chair the change management project meetings.
- Provide status reporting relating to change activity milestones, deliverables, dependencies, risks, and issues, and providing communications on project activity as required.
- Proactively anticipate and manage change risks, providing timely feedback to the project manager, project steering group and lead team.
- Understand interdependencies between change activities.
- Work creatively and analytically in a problem-solving environment demonstrating teamwork, innovation, and excellence.

Communication

- Deliver appropriate and effective executive level communication.
- Identify, monitor and report to the Project Steering Committee on project performance specifically covering change, stakeholder relationships, team morale, health and safety, risks and quality related issues.
- Communicate constructively with business units and stakeholders.

- Facilitate meetings effectively.
- Keep project team well informed of changes relevant to change.
- Deliver engaging, informative, well-organised presentations.
- Resolve and/or escalate issues in a timely fashion.
- Understand how to communicate difficult/sensitive information tactfully.
- Actively seek feedback from the business units and communicate this to the team to ensure successful delivery of the project.

Change Practice Development

- Participate in establishing change practices, templates, policies, tools and partnerships to expand and mature these capabilities for Council.
- Continue professional development in order to keep abreast of emerging technologies, methods and best practices.
- Assist with the development of any integrated change programme work for project genesis.

Relationship Management

- Build and maintain effective networks/relationships both within and beyond Council.
- Identify and develop trusted adviser relationship with project and programme stakeholders.
- Actively network with business teams, key line managers and other clients to build credibility and ensure that initiatives are relevant, practical and well understood by those with responsibility for implementation.

Leadership

- Provide leadership to relevant working groups as required, creating an environment where results are achieved that best meet Council's needs.
- Coach, mentor, motivate and supervise others in the team as appropriate.

Important Functional Relationships

External

- Software vendors
- Third Party suppliers and consultants

Internal

- Project Steering Group
- Project Team
- Stakeholders
- IMBT team
- All staff & Contractors
- Leadership Team
- Councillors

Person Specification

Qualifications

- Organisational Change Management (CIPM) – level 5
- Requirements Definition and Management (REQM) – level 5
- Stakeholder Relationship Management (RLMT) – level 5
- Supplier Management (SUPP) – level 5
- Relevant industry qualifications in Change Management are desirable, but not essential.
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Knowledge/Experience

- Minimum of 10 years' professional experience.
- Good knowledge of change management techniques.
- Proven decision-making experience and leadership demonstrated in co-ordinating and integrating change.
- Proven experience in managing a range of business change projects.
- Previous experience of ERP change and/or implementation projects.

Key Personal Competencies

- Demonstrated ability to see the "big picture" and understand the strategic context of projects and change.
- Encourages participation and opinion so the project can benefit from a variety of input, suggestions and concerns. Perceives intrinsic qualities in other people and seeks to understand their point of view.
- Generates and harnesses creativity in others to benefit the project.
- Computer literate; proficient in MS Project and Microsoft Office applications.