Position Description

Change Lead

Classification	Level 8
Status	Temporary Full-Time (2 years)
Reports to	ERP Project Manager
Position Objective	The ERP Change Lead drives the people and organizational change activities for the Town's ERP transformation, working directly with employees and business areas to support readiness, adoption and new ways of working.
Last Review Date	September 2026

About the Team

The Information and Technology team are responsible for the delivery of the Town's information and communication technology services, information management and strategic development of enterprise architecture. We provide expertise in technology services best practice and partner with our stakeholders to enable the delivery of quality business services through best-fit technology solutions.

Role Responsibilities

- Develop, maintain and deliver an integrated change management strategy and plan aligned with ERP program objectives, milestones, implementation waves and organisational priorities.
- Conduct stakeholder analysis and change impact assessments to identify impacts to roles, responsibilities, processes, behaviours, skills and ways of working, and translate these into targeted change actions.
- Integrate change, engagement, communication, training and readiness activities into the overall project plan in collaboration with the ERP Project Manager.
- Establish and lead a network of Change Champions and facilitate engagement with executives, managers, business owners, subject matter experts and staff throughout the implementation lifecycle.
- Identify and manage change resistance, adoption barriers and change-related risks, and develop targeted interventions with leaders and the project team.
- Develop and deliver the ERP communication strategy and plan, including emails, intranet content, presentations, FAQs, manager briefings and other supporting materials.
- Support leaders and managers with communication packs, talking points and guidance to help them lead their teams through the change.
- Undertake training needs analysis and develop a role-based training and capability plan aligned with system releases, process changes and go-live requirements.
- Maintain a visible and proactive presence across business areas, engaging directly with employees through face-to-face conversations, workshops, floor-walking and informal check-ins throughout the implementation.
- Translate change plans into practical activities and actively support employees through system, process and role changes rather than relying solely on formal communications and documentation.
- Provide hands-on support during key implementation periods, including training, UAT, go-live and hypercare, identifying issues and responding directly to employee feedback and concerns.
- Coordinate the ERP vendor, Business Analyst, Business Systems Administrator and subject matter experts to develop accurate training materials, procedures and user guidance.
- Coordinate training schedules, attendance, logistics and delivery, and evaluate training effectiveness and user confidence against readiness requirements.
- Support business participation and organisational readiness for UAT, pilots and go-live activities, while functional testing remains led by the ERP Business Analyst.
- Develop and maintain organisational readiness assessments and provide evidence-based input into go-live readiness and implementation decisions.
- Define, monitor and report adoption, engagement and readiness measures, and coordinate post-go-live reinforcement and hypercare change activities.
- Maintain change risks, issues, actions, decisions and evidence, provide regular governance reporting, and support benefits realisation and continuous improvement through adoption and feedback.

All workers must:

- Demonstrate a strong commitment to work health, safety, and wellbeing by taking care / action to ensure own safety and the safety of others by complying with WHS legislative requirements as well as Town of Bassendean policies, procedures, guidelines, instructions, and safety management systems.

Other Job Requirements

The Town will assess applications and suitability against the above role responsibilities, capability requirements and other requirements below.

Essential

- Demonstrated experience leading and delivering hands-on organisational change for a significant enterprise system, ERP implementation or organisation-wide transformation program, including direct face-to-face engagement with employees and operational teams at all organisational levels.
- Sound knowledge and practical application of recognised change management frameworks such as Prosci, ADKAR, Kotter or equivalent.
- Demonstrated experience undertaking stakeholder analysis, change impact assessments, readiness assessments and adoption planning across diverse business areas.
- Demonstrated experience developing and delivering communication, engagement and resistance-management strategies for complex organisational change.
- Experience undertaking training needs analysis and planning, coordinating and evaluating role-based training for new systems, processes or ways of working.
- Strong facilitation, influence, relationship-building and governance skills, including the ability to work effectively with executives, managers and frontline employees while managing competing priorities.
- Relevant tertiary qualification in Change Management, Organisational Development, Human Resources, Communications, Business or a related discipline, or substantial equivalent professional experience.

Desirable

- Experience implementing ERP systems in a local government environment, including platforms such as Datacom's Datascape, ReadyTech or TechnologyOne.
- Experience working within local government or the public sector and supporting organisation-wide digital transformation.
- Formal certification in a recognised change management methodology such as Prosci, APMG Change Management, Change First or equivalent, and familiarity with Microsoft 365 collaboration and change tracking tools.

Agreement

The details contained in this document are an accurate statement of duties, responsibilities and other requirements of the job.

As the **employee**, I have reviewed and accept the statement of duties.

Name	Signature	Date	Checked by HR

As the **Manager** I have reviewed and confirm this is a current and relevant document.

Name	Signature	Date	Checked by HR

Capability Requirements

The following Capability Framework describes 16 capabilities across five core groups. Together the capability groups set out the core knowledge, skills, abilities and other attributes expected of this position.

1. Leading Self

Manage Self Show drive and motivation, an awareness of strengths and weaknesses, and a commitment to learning	• Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments and other development opportunities • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve
Display Resilience and Adaptability Express own views, persevere through challenges, and be flexible and willing to change	• Is flexible and readily adjusts own style and approach to suit the situation • Adjusts tactics or priorities in response to changes in the organisational environment • Gives frank, honest advice, even in the face of strong, contrary views • Accepts criticism of own ideas and responds in a thoughtful and considered way • Welcomes challenges and persists in raising and working through difficult issues • Shows composure and decisiveness in dealing with difficult and controversial issues
Act with Integrity *Be honest, ethical and professional, and prepared to speak up for what is right*	• Models ethical behaviour and reinforces it in others • Represents the organisation in an honest, ethical and professional way and sets an example for others to follow • Promotes integrity, courage and professionalism inside and outside the organisation • Monitors ethical practices, standards and systems and reinforces their use • Proactively addresses ethical and people issues before they magnify
Demonstrate Accountability *Take responsibility for own actions, commit to safety, and act in line with legislation and policy*	• Is prepared to make decisions involving tough choices and weighing of risks • Addresses situations before they become crises and identifies measures to avoid recurrence • Takes responsibility for outcomes, including mistakes and failures • Coaches team members to take responsibility for addressing and resolving challenging situations • Oversees implementation of safe work practices and the risk management framework

2. Leading Teams

Communicate & Engage Communicate clearly and respectfully, listen, and encourage input from other	• Presents with credibility and engages varied audiences • Translates complex information concisely for diverse audiences • Creates opportunities for others to contribute to discussion and debate • Demonstrates active listening skills, using techniques that contribute to a deeper understanding • Is attuned to the needs of diverse audiences, adjusting style and approach flexibly • Prepares (or coordinates preparation of) high impact written documents and presentations
Community & Customer Focus Commit to delivering customer and community focused services in line with strategic objectives	• Demonstrates a thorough understanding of the interests, needs and diversity in the community • Promotes a culture of quality customer service • Initiates and develops partnerships with customers and the community to define and evaluate service outcomes • Ensures that the customer is at the heart of business process design • Makes improvements to management systems, processes and practices to improve service delivery • Works towards social, environmental and economic sustainability in the • community/region
Work Collaboratively *Be a respectful, inclusive and reliable team member, collaborate with others, and value d*iversity	• Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Influence & Negotiate *Persuade and gain commitment from others, and resolve issues and conflicts*	• Builds and maintains professional relationships inside and outside the organisation • Makes a strong personal impression and influences others with a fair and considered approach • Establishes a negotiation position based on a firm grasp of key issues, likely points of difference and areas for compromise • Identifies key stakeholders and tests their level of support in advance of negotiations • Uses humour appropriately to enhance professional relationships and interactions • Pre-empts and minimises conflict by working towards mutually beneficial outcomes

3. Leading Performance

Plan & Prioritise Plan and organise work in line with organisational goals, and adjust to changing priorities	• Ensures business plans and priorities are in line with organisational objectives • Uses historical context to inform business plans and mitigate risks • Anticipates and assesses shifts in the environment and ensures contingency plans are in place • Ensures that program risks are managed and strategies are in place to respond to variance • Implements systems for monitoring and evaluating effective program and project management
Think & Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Is able to draw on wide-ranging interests and experiences when facing new challenges • Thinks broadly about the root of problems before focusing in on the problem definition and solutions • Is able to discuss issues from different angles and project impacts into the future • Considers the broader context when critically analysing information and weighing recommendations • Involves diverse perspectives in testing thinking and solutions
Create & Innovate Encourage and suggest new ideas and show commitment to improving services and ways of working	• Encourages independent thinking and new ideas from others • Draws on developments and trends in the industry and beyond to develop solutions • Supports experimentation and rapid prototyping to test and refine innovative solutions • Develops/champions innovative solutions with long standing, organisation-wide impact • Explores creative alternatives to improve management systems, processes and practices • Contributes own knowledge and experience to staff training and development sessions
Deliver Results Achieve results through efficient use of resources and a commitment to quality outcomes	• Sets high standards and challenging goals for self and others • Delegates responsibility appropriately and provides support • Defines what success looks like in measurable terms • Uses own professional knowledge and the expertise of others to drive results • Implements and oversees quality assurance practices

4. Leading Strategy

Manage & Develop People Engage and motivate staff, develop capability and potential in others	• Knows the individual strengths, weaknesses, goals and concerns of members of the team • Fosters high performance through effective conversations and feedback and by providing stretch opportunities • Identifies and develops talent across the organisation • Coaches and mentors staff to foster professional development and continuous learning • Implements performance development frameworks to align capability with the organisation's current and future priorities • Resolves team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way
Inspire Direction & Purpose Communicate organisational goals, priorities and vision and recognise achievements	• Translates organisational vision and strategy into operational goals to help staff understand their own contribution • Builds a shared sense of purpose through involving people in defining priorities and cascading goals • Regularly communicates progress against business unit and organisational goals • Creates opportunities for recognising and celebrating high performance at the individual and team level
Optimise Workforce Contribution Hire and deploy people effectively and apply sound workforce planning principles	• Ensures resource management plans effectively distribute people resources in line with priorities • Develops workforce management plans that link to current and future organisational priorities and objectives • Uses talent management processes to guide learning and development investment and to allocate critical roles • Recruits capable people with varied backgrounds, styles and strengths
Lead & Manage Change Initiate, support and champion change, assist others to accept and engage with change	• Translates change initiatives into practical strategies, including the role of staff in implementing them • Analyses the change context to identify the level of consultation and involvement required from staff and stakeholders • Develops appropriate approaches to involve staff and stakeholders at various stages of the project • Implements structured processes to manage structural, system, process and cultural barriers to change • Provides coaching and leadership in times of uncertainty and difficulty for staff