

Position Description

Organisational Change Lead

Strategy & Transformation | Award: N/A | Fixed term to 24 December 2027

ABOUT THE RACP	<p>The Royal Australasian College of Physicians ('RACP') connects, represents, and trains specialists from a number of specialities across Australia and Aotearoa New Zealand. The RACP provides services to support the delivery of training, continuing professional development, and health policy and advocacy to medical health professionals.</p>
POSITION PURPOSE	<p>The Strategy & Transformation (S&T) team at the Royal Australasian College of Physicians (RACP) supports the development and execution the College's strategic roadmap, with a deliberate focus on member value, operational efficiency and financial sustainability.</p> <p>S&T collaborates with divisions and senior leadership to refine goals, integrate plans and ensure strategic initiatives are prioritised, feasible and aligned to long-term objectives. This includes facilitating cross-College collaboration to drive impact efficiently and effectively.</p> <p>The Organisational Change Lead is responsible for driving organisational development and change management to ensure the successful and embedding of strategic and transformational initiatives. This transformation spans multiple cohorts, including members, employees and leadership and encompasses the Strategy Refresh, operating model and organisational design, and digital transformation. The role defines and stewards the College's enterprise-wide change management strategy and frameworks, ensuring consistent practices, tools, and approaches are applied across all major initiatives.</p> <p>The role is critical in shaping and leading organisational culture change, while also ensuring that members and employees alike engage with and adopt new ways of working, systems and structures. It partners with senior leadership, managers, employees, and members to design and deliver strategies that strengthen engagement, enable collaboration across diverse groups, and build sustainable organisational capability.</p> <p>This is a hands-on role, actively undertakes change impact assessments, develops and delivers communications tailored to both members and employees, facilitates capability building activities, and ensures operational adoption is achieved at pace and scale. By combining organisational development and change disciplines, the role plays a pivotal part in ensuring that transformation delivers meaningful, lasting impact and tangible benefits for members, employees and the College as a whole.</p>
KEY ACCOUNTABILITIES	<ul style="list-style-type: none">- Lead organisational development initiatives that support culture change, team effectiveness, and capability uplift across the College.- Design and implement fit-for-purpose change management strategies and organisational interventions for strategic and transformational initiatives (e.g. Strategy Refresh, operating model and organisation design).

	<ul style="list-style-type: none"> - Conduct change impact assessments to understand implications for employees, members, and stakeholders, and use these insights to inform targeted interventions. - Develop and deliver engaging communications for employees and members, ensuring messages are clear, consistent, and aligned with change goals. - Design and deliver change journey mapping for both member and employee experiences, identifying key phases, touchpoints, and communications to guide engagement and adoption throughout the transformation. - Conduct stakeholder and cultural analysis to identify needs, behaviours, and readiness, and design engagement approaches that build trust and alignment. - Deliver training, learning, and culture-building activities to equip people leaders and employees with the skills, behaviours and mindset required to embed change. - Monitor and measure adoption, engagement, and cultural shifts using appropriate success metrics, and adapt approaches as needed to sustain momentum. - Build organisational change capability by coaching leaders and manager to role-model desired behaviours and lead their teams through change effectively. - Partner with senior leaders and cross-functional teams to ensure organisational development and change management efforts are coordinated, prioritised, and aligned to strategic outcomes. Track, measure and reinforce change adoption by monitoring readiness and adoption rates, identifying, tracking and reporting risks, issues, resistance, and adoption barriers, and embedding new through ongoing support and capability building. - Lead end-of-project reviews and compile lessons learned/continuous improvement recommendations - Champion inclusion and psychological safety throughout all change activities, ensuring all employee levels and member segments are heard and considered. - Own and drive digital adoption tactics, ensuring frontline processes and technology changes are implemented smoothly.
COMPLEXITIES	<ul style="list-style-type: none"> - Managing interdependencies across multiple initiatives, ensuring alignment, and minimising duplication or conflicts - Balancing diverse stakeholder interests, securing buy-in, and maintaining effective communication across executive leadership, frontline teams and external partners - Embedding change management practices while developing organisational capability to support long-term adoption - Aligning member-facing change with internal organisational transformation - Addressing uncertainty, inertia, and active resistance by tailoring engagement approaches and reinforcing the case for change - Balancing competing priorities, adapting to shifting demands, and ensuring the most critical initiatives receive appropriate focus and resources

	<ul style="list-style-type: none"> - Ensuring that investment in business change delivers tangible business benefits - Engaging diverse voices across hierarchical, geographic, and professional boundaries, including employees at different levels and members from various states, regions, and specialities, ensuring that perspectives are meaningfully heard, considered, and reflected in the change journey.
ROLE DIMENSIONS	<p>Reporting Line: Head of Strategy & Transformation</p> <p>Direct Reports: TBA dependent on change strategies and operational requirements</p>
COMPETENCIES	<ul style="list-style-type: none"> - Organisational Savvy: Manoeuvring comfortably through complex policy, process, and people-related organisational dynamics - Collaborates: Building partnerships and working collaboratively with others to meet shared objectives - Communicates Effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences - Builds Networks: Effectively building formal and informal relationships networks inside and outside the organisation - Tech Savvy: Anticipating and adopting innovations in business building digital and technology applications - Balances Stakeholders: Anticipating and balancing the needs to multiple stakeholders - Business Insight: Applying knowledge of business and the marketplace to advance the organisations goals - Manages Complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems. - Situational Adaptability: Adapting approach and demeanour in real time to match the shifting demands of different situations - Strategic Mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies - Persuades: Using compelling arguments to gain the support and commitment of others - Demonstrates Self-awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses
EXPERIENCE	<p>Essential</p> <ul style="list-style-type: none"> - 10+ years' of experience leading complex change programs, particularly in technology driven transformations impacting operating models, people, structure and process. - Proven ability to translate high-level strategic objectives into actionable change management plans, ensuring alignment with organisational priorities.

- Deep knowledge of change management methodologies, principles, and best practices, particularly in complex, stakeholder-driven environments.
- Expertise in conducting change diagnostics and readiness assessments, surfacing insights to shape interventions.
- Ability to design, interpret, and report on adoption metrics and KPIs to measure change progress, benefits realisation, and cultural shifts.
- Proven experience surfacing and addressing cultural and psychological barriers to change, including resistance management and behaviour shift.
- Experience leading organisational development initiatives, including culture change, team effectiveness, and leadership capability uplift.
- Exceptional stakeholder engagement, influencing and communication skills, with experience navigating complex governance structures and working with executive leadership, members and cross-functional teams.
- Hands-on experience in developing and delivering clear, compelling communications for diverse audiences, including members and employees.
- Strong analytical and problem-solving skills, with the ability to assess business impacts, identify risks, and develop effective mitigation strategies.
- Experience working in agile, iterative ways of working, and digital transformation workstreams, with the ability to adapt change approaches to evolving priorities.
- High emotional intelligence and resilience, with strong cultural awareness and the ability to manage stress and uncertainty in change environments.
- Ability to measure and demonstrate progress and benefits realisation using KPIs and success metrics.
- Proficiency in Microsoft Office Suite (Excel, Word, PowerPoint) and experience using collaboration tools such as Confluence, Azure DevOps, Miro and Jira.

Desired

- Experience in organisational design and operating model change.
- Strong facilitation skills for culture and organisational development workshops.
- Experience in business consulting or advisory roles related to strategy execution and organisational change.
- Formal qualifications in change management, organisational development, communications, or a related field, or equivalent practical experience.
- Understanding of membership-based organisations and the unique challenges of engaging members in large-scale change.
- Familiarity with the health and/or education sectors, including regulatory considerations and stakeholder expectations.

We are
Accountable

We act with integrity, taking responsibility for actions and outcomes.

We
Collaborate

We share information, foster participation, and build relationships for common goals.

We
Indigenise and Decolonise

We partner, resource and embed Indigenous knowledge and ways to accelerate culturally safe change, to achieve equitable Indigenous futures.

We
Lead the way

We reflect, adapt and learn in delivering best practice.

We are
Respectful

We recognise our rich diversity and value each other's needs and contributions.