

Position Description

Change Manager

Department: Strategy & Transformation | Award: N/A

ABOUT THE RACP	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.
POSITION PURPOSE	<p>The RACP is undertaking a broad program of change to uplift workforce capability, and implement enabling technologies. Central to this is Project TRELLiS, the College's flagship digital transformation initiative, reimagining member experience while improving operational efficiency, employee experience and reducing cost to serve.</p> <p>The Change Manager is responsible for identifying, developing, coordinating and delivering end to end change activities that support the successful delivery of the project. The Change Manager will ensure the business is sufficiently prepared for changes, with a particular focus on the impact these changes will have on people and processes.</p>
KEY ACCOUNTABILITIES	<p>Change Management</p> <ul style="list-style-type: none">- Support the development and implementation of the change management strategy, change deliverables and communications for the project to ensure adoption of key changes while minimising resistance to change.- Design and undertake stakeholder analysis, impact assessments and analysis of their Change Management needs/issues/concerns- Proactively identify and navigate potential business challenges/Change Impact Assessment- Monitor, assess and assure change readiness and recommend options, solutions and advice to ensure success of the project.- Develop and maintain strong and effective working relationships with key stakeholders.- Design and deliver training workshops- Collaborate with cross-functional teams to ensure project objectives are met. <p>Project Delivery</p> <ul style="list-style-type: none">- Support project change management activities which include track, control, and report on project activity.- Ensure project deliverables are of high quality and meet business requirements.- Monitor actions and timelines to ensure agreed activities are taking place and demonstrable outcomes are achieved and reported.- Collaborate with cross-functional teams to ensure project objectives are met.
COMPLEXITIES	<ul style="list-style-type: none">- Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems.- Developing effective change management interventions to gain the support and commitment of others who are resistant to change.- Influencing and coordinating with a wide range of stakeholders in a membership-based organisation and managing stakeholders' expectations during change.
ROLE DIMENSIONS	Reporting Line: Senior Change Manager, TRELLiS

	<p>Direct Reports: none</p> <p>Team Reports: none</p>
COMPETENCIES	<p>Ensures Accountability : Holding self and others accountable to meet commitments</p> <p>Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm</p> <p>Manages Ambiguity: Operating effectively, even when things are not certain, or the way forward is not clear</p> <p>Collaborates: Building partnerships and working collaboratively with others to meet shared objectives</p> <p>Communicates Effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences</p> <p>Plans and Aligns: Planning and prioritising work to meet commitments aligned with organisational goals</p> <p>Demonstrates Self Awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses</p> <p>Organisational Savvy: Manoeuvring comfortably through complex policy, process, and people-related organisational dynamics</p> <p>Being Resilient: Rebounding from setbacks and adversity when facing difficult situations</p> <p>Business Insight: Applying knowledge of business and the marketplace to advance the organisations goals</p> <p>Nimble Learning: Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder</p>
EXPERIENCE	<p>Essential</p> <ul style="list-style-type: none"> - Experience managing complex change initiatives across multiple business functions. - Minimum 3 years delivering as a change manager in technology-driven transformation impacting operating models, people, structure and process. - Demonstrated experience delivering outcomes in a complex environment and with tight timeframes. - Excellent interpersonal skills including highly effective negotiation, influencing, and stakeholder management skills. - Ability to work independently, undertaking a high level of personal responsibility and initiative as required within the role. - Excellent written and verbal communication skills including experience in the developing compelling and engaging change communications and engagement interventions. - Experienced in the application of change management methodologies - IT Capabilities: Microsoft Office Suite, SharePoint, collaboration tools such as Confluence, Miro and Jira. <p>Desired</p> <ul style="list-style-type: none"> - The ability to develop engaging communications and graphics in a variety of media across a variety of channels.

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.