



SHIRE OF  
**HARVEY**

**Team work**

We are a united team who works together towards a common goal.

**Integrity**

We are empowered and accountable when making decisions.

**Excellence**

We are committed to an exceptional customer experience.

**Leadership**

We are adaptable and responsive in our leadership.

**Respect**

We are respectful of our history and work together to build our future.

## Change Management Specialist - ERP

### Our vision

Together, towards an even better lifestyle.

### 1. Position details

Directorate:	Corporate Services	Level: Contract
Reports to:	Project Manager – ERP	
Supervision of:	Nil	
Significant Working Relationships:	Community, business and agency stakeholders Public Relations and Communications Team Shire wide Staff members Key internal stakeholders	

### 2. Position summary

The Change Management Specialist - ERP will play a key role in ensuring the Shire’s new Enterprise Resource Planning (ERP) project meets its objectives on time and on budget by increasing employee adoption and usage.

This person will focus on the people side of change, including changes to business processes, systems, technology and job roles. The primary responsibility will be creating and implementing change management strategies and plans to maximise employee adoption and usage while minimising resistance.

The Change Management Specialist – ERP will work to drive faster adoption, higher ultimate utilisation and greater proficiency of the changes that impact employees in the organisation to increase benefit realisation, value creation, return on investment and the achievement of results and outcomes.

### 3. Community strategic objectives



Diversified  
Economy



Connected  
Communities



Protected Natural  
Environment



Sustainable Built  
Environment



Effective Civic  
Leadership

## 4. Our values

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## 5. Key duties and responsibilities

Key functions	Specific duties
ERP Implementation	<ul style="list-style-type: none"> <li>• Responsible for leading the people side of change as it relates to the Shire’s new ERP implementation.</li> <li>• Assess the change impact, complete change management assessments and create a change management strategy for the ERP implementation.</li> <li>• ERP implementation Communication Plan and initiation.</li> <li>• Identify, analyse and prepare change risk assessment and mitigation strategy for the ERP implementation.</li> <li>• Identify and manage anticipated resistance of the ERP.</li> <li>• Consult and coach ERP project teams and business units.</li> <li>• Assist the Project Manager - ERP to facilitate issue resolution and ensure that the ERP project progresses within defined parameters and in line with the Shire’s Information Services Strategic Plan 2024-2027.</li> <li>• Communicate with the Executive and Management regarding project status, issues and key decisions relating to Change Management.</li> <li>• Create actionable deliverables for the five change management levels: communications plan, sponsor roadmap, coaching plan, training plan, resistance management.</li> <li>• Support communication and training efforts.</li> <li>• Support and engage senior leaders, coach managers and supervisors.</li> <li>• Integrate change management activities into project plan.</li> <li>• Evaluate and ensure user readiness.</li> <li>• Define and measure success metrics and monitor change progress.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Reasonable duties commensurate with classification level.</li> <li>• National Crime Check.</li> <li>• Current “C” Class Drivers Licence.</li> </ul>

Organisational

- Work in accordance with the Shire’s Work Health and Safety and risk management principles.
- Work in accordance with the Shire’s defined Equal Employment Opportunity and Anti-discrimination legislation, procedures and principles.
- Create and capture records of work activities in line with policies and procedures.
- Contribute to ensuring a cohesive team approach where knowledge is shared and there is a demonstrated commitment to continuous improvement and self-development and participate in annual performance appraisal.
- Adhere to the Shire’s Code of Conduct, policies and management practices as amended from time to time.
- Contribute to the attainment and development of strategic plan outcomes, strategies and actions.

## 6. Extent of authority

The position operates under the general direction of the Director Corporate Services and Project Manager – ERP within established guidelines, procedures and policies of Council, as well as those rights and responsibilities bestowed on the position by the *Local Government Act 1995*.

## 7. Your team



## 8. Position selection criteria

### Essential

1. Relevant qualifications or accreditation in Change Management or a related field along with relevant experience.
2. Demonstrated experience and knowledge of change management frameworks, principles, processes and tools preferably in a digital transformation project.
3. Demonstrated experience in preparing and conducting presentations, applying a range of engagement and communication styles to manage and sustain positive business change.
4. Excellent written and verbal communication skills, with a strong ability to engage stakeholders effectively. Demonstrated capacity to communicate with influence, motivate positively, simplify complex concepts for understanding, and articulate intricate complex situations clearly.
5. Ability to work as an effective team member and solve problems and conflict with others.
6. Demonstrated experience in self-managing workload, delegating tasks and meeting deadlines.

### Desirable

1. Experience in working in Local Government with knowledge and understanding of the compliance and legislative environment associated with Local Government, or similar experience within a government setting with regulatory and compliance requirements.
2. Experience in implementing change management plans that maximise employee adoption and benefit realisation.