

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Senior Change Manager
Group:	Policy & Organisational Strategy
Reports to:	Change Delivery Manager
Location:	National Office, Wellington
Direct Reports:	Nil
Budget:	Nil

OUR ORGANISATION

About us

Oranga Tamariki—Ministry for Children is a Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended, or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can, and should flourish.

Our vision a

Our vision is: New Zealand values the wellbeing of tamariki above all else.

Our purpose

Our purpose is: To ensure that all tamariki are in loving whānau and communities where Oranga Tamariki can be realised.

The Oranga Tamariki way

We're introducing a new way of doing things. A way of looking at the world that guides everything we do:



Our core outcomes

Our core outcomes are:

- All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish.
- Improved outcomes for all children, especially Maori tamariki and rangatahi.

POSITION PURPOSE

Senior Change Managers are responsible for leading and facilitating change management activities within and across the Oranga Tamariki Change Programme to ensure the successful delivery of business change initiatives and strategic outcomes.

The role is responsible for analysing, planning, implementing and evaluating change strategies, facilitating a collaborative approach to change across the organisation and building ownership and capability in change leadership.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Change Management	<ul style="list-style-type: none">- Assess the scope and scale of change of projects to determine the most appropriate change approach to achieve outcomes- Ensure the change approach of projects 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 Oranga Tamariki. 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 GM Change and SRO.- Understand interdependencies between change activities- Work creatively and analytically in a problem-solving

Key Result area	Key Accountabilities
	environment demonstrating teamwork, innovation and excellence.
Communication	<ul style="list-style-type: none"> - Deliver appropriate and effective executive level communication. - Identify, monitor and report to the Manager Change PMO 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	<ul style="list-style-type: none"> - Participate in establishing change practices, templates, policies, tools and partnerships to expand and mature these capabilities for Oranga Tamariki. - 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 your assigned project(s) and/or common stakeholders.
Relationship Management	<ul style="list-style-type: none"> - Build and maintain effective networks/relationships both within and beyond Oranga Tamariki. - 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/projects are relevant, practical and well understood by those with responsibility for implementation.
Leadership	<ul style="list-style-type: none"> - Provide leadership to relevant working groups as required, creating an environment where results are achieved that best meet children's needs. - Coach, mentor, motivate and supervise others in the team as appropriate.

Key Result area	Key Accountabilities
Being part of the Oranga Tamariki team	<ul style="list-style-type: none"> - Actively and positively participate as a member of the team - Proactively look for opportunities to improve the operations of Oranga Tamariki - From time to time, you may be required to perform other reasonable duties as requested by your manager - Comply with and support all health and safety policies, guidelines and initiatives - Ensure all incidents, injuries and near misses are reported into our H&S reporting tool - Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known - Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct - Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> - Change PMO and Change Programme Board - Oranga Tamariki Managers and relevant staff - Business unit members that the project is delivering to.
External	<ul style="list-style-type: none"> - Relevant stakeholders including (but not limited to) iwi, Ministry of Health, Ministry of Education, New Zealand Police, Ministry of Justice and Ministry of Social Development managers and staff - Other Non-Government organisations as appropriate - Local Government.

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> - An industry recognised qualification in Change Management, ideally with some in the public service arena. - Holds current clean driver's licence and is prepared to drive Oranga Tamariki's vehicles if required.
Other requirements	<ul style="list-style-type: none"> - Willing to travel to fulfil job requirements as agreed.
Experience/Knowledge	<ul style="list-style-type: none"> - Minimum of five years' professional experience. - Good knowledge of change management techniques. - Demonstrated ability to see the "big picture" and understand the strategic context of projects and change. - Proven decision-making experience and leadership demonstrated in co-ordinating and integrating 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.
- Proven experience in managing a range of business change projects.
- Computer literate; proficient in Windows 2000 or later, MS Word/Excel/Powerpoint, MS Project and other Microsoft Office applications.

Skills/Behaviours

- Is able to identify, evaluate, mitigate and communicate change risks.
- Ability to reason and present solid arguments, listen to other's points of view, negotiate and find solutions.
- Ability to persuade and influence others and resolve issues with a high degree of certainty and consensus.
- Challenges solutions and conclusions based on perception and prejudice.
- Displays drive, energy and an enthusiasm for getting things done.
- Strong organisational ability to optimise and prioritise conflicting demands in a busy environment, to achieve deadlines and see responsibilities through to completion.
- Good interpersonal and communication skills, including oral and written communication and particularly the ability to present ideas, information and advice in a way that is understandable by a range of audiences.
- Excellent self-management skills, including working effectively without direct supervision, managing and organising fluctuating workloads in sometimes stressful situations.
- Is able to personally cope with ambiguity and change.
- Able to work effectively and competently with people at all levels; build and maintain relationships, within and external to the Ministry.
- Ensures that confidentiality is respected and maintained at all times.
- Consistently demonstrates trustworthiness, integrity, professionalism and honesty.
- High emotional intelligence and self-awareness of strengths and potential areas for development.
- Exercises sound judgement and political sensitivity.
- Strong leadership skills and motivational skills - able to lead and motivate a team towards the achievement of goals, understands leadership styles and their influence.
- Strong problem resolution and decision making skills - able to clearly identify problems, seek alternative solutions, identify risks and benefits, seek input from others and make sound decisions based these considerations.

