

Position Title	Organisational Change Manager	Reporting to	Portfolio Management Office (PMO) Manager
Department	Finance	Direct reports	Nil
Classification	SMB 1	Employment Status	Full-Time Fixed Term (1.0 FTE) for 12 months
Employee Number	TBC	Date	February 2021

The Organisation

The Royal Australian College of General Practitioners (RACGP) is Australia's largest professional membership body for general practitioners (GPs). We represent over 41,000 members including urban and rural GPs, medical students and registrars.

The RACGP's mission is to support GPs in improving the health and wellbeing of all Australians, "Healthy Profession. Healthy Australia." We provide skills and knowledge assessment, educational training and ongoing professional development for practising GPs. We develop resources and guidelines, help GPs with issues that affect their practice, support research to link members with the latest advancements in the field and advocate on behalf of the general practice profession to set and maintain standards of high-level quality health care for Australians.

Our Values

RACGP Employees are expected to uphold our workplace values:



Progressive leadership Forward thinking and proactive leaders who lead by example and empower employees to create and drive innovation



Quality Honouring our Organisational Vision and Mission Statement by constantly striving for excellence in service delivery and advancement in the field



Ethics Committed to acting with morality, integrity and transparency in serving the best interests of all stakeholders



Professionalism Dedicated professionals who respect and collaborate with others and are fully accountable for their actions.

Your Team

The RACGP Portfolio Management Office (PMO) provides project and portfolio management capability including the continuous improvement of processes, tools and standards to staff of the RACGP. The core function of the PMO is to deliver portfolio level tracking for all inflight projects/programs to the senior leadership team providing full transparency as to the health of the portfolio. The PMO works closely with the CEO, leadership teams and business partners to ensure overall alignment and prioritisation of the portfolio and investment decisions to the RACGP strategic objectives.

Your Role

As an experienced Organisational Change Manager, you will leverage your strong stakeholder management skills to enable the successful delivery of the RACGP's programs and projects.

This will be achieved by supporting the effective and efficient change management of the program and projects to ensure consistent application of delivery standards, policies and processes across the RACGP.

You will play a pivotal role in the success of the RACGP by ensuring the change management activities resulting from programs and projects is effectively implemented supporting successful delivery of the programs and projects.

Key Responsibilities

- Manage the delivery and embedding of organisational change within the RACGP to enable benefits realisation.
- Develop, plan and execute change strategies by undertaking stakeholder identification and analysis.
- Manage and partner with stakeholders to prepare for the change.
- Provide support across business areas impacted by the change.
- Develop and execute communication strategy and targeted communications.
- Develop training plans, associated training materials and potentially deliver appropriate training.
- Enabling and assessing readiness of the organisation for the change.
- Line management of potential future direct reports within the organisational change management community.
- Build and maintain effective relationships with colleagues, other departments and key stakeholders, anticipating and responding to evolving needs.
- Contribute to the program and project planning process to ensure alignment to the RACGP's strategic objectives, capacity and budgets.
- Contribute to the program and project financial management ensuring accurate forecasting, tracking and reporting.
- Contribute to the identification, monitoring and management of program and project level risks, issues, dependencies and constraints and identify mitigations and resolutions with stakeholders.
- Contribute to the preparation of monthly program and project status.
- Continuously seek out and where appropriate implement improvements to organisational change management delivery including capability, tools, process and technology.
- Provide organisational change management advisory services to project managers, project teams and business stakeholders as required.
- Participate in the RACGP Performance Review Cycle.
- Deliver agreed Work Performance Goals – to be developed in conjunction with Manager.
- Other duties as required.

Environment, Health and Safety

1. Complies with the College's OH&S policies and procedures
2. Takes reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace
3. Seeks guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to the Manager
4. Participates in meetings, training and other environment, health and safety activities
5. Does not wilfully place at risk the health or safety of any person in the workplace
6. Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
7. Cooperates with the College in relation to activities taken by the College to comply with OH&S and environmental legislation.

Your Relationships

Your role requires interaction with the following internal and external stakeholders:

Internal:

- Executive leadership team
- Senior leadership team
- Project managers
- Project team members
- Staff impacted by change

External:

- Vendors/service providers (as required)

Key Selection Criteria

Experience, Knowledge and Skills

Essential

- Extensive experience in organisational change management
- Strong working knowledge of change management activities and techniques including stakeholder identification and analysis, communication planning and development as well as training planning and development,
- Solid understanding of project and change management lifecycles and procedures.
- Strong relationship management skills which can be applied to multiple stakeholders to achieve desired outcomes
- Effective communication skills suitable for the management of and liaison with staff and senior management
- Strong analytical and problem-solving skills
- Alignment to the RACGP values

Highly Desirable

- Experience in health or education industries

Qualifications

Essential

- Relevant tertiary qualification Change Management accreditation such as ProSci.

Desirable

- Change Management delivery in not-for-profit organisations.

Workplace Behaviours

In your role, you are expected to:

- Positively influence others
- Take initiative
- Focus on service
- Make effective decisions
- Be transparent
- Be respectful
- Be emotionally intelligent
- Be flexible and adaptive
- Strive for excellence
- Demonstrate integrity
- Be accountable
- Collaborate

Classification Description

In accordance with the Enterprise Bargaining Agreement (EBA) 2018 or subsequent agreement

Declaration

I, **(insert name)** acknowledge that I have read and understood the Organisational Change Manager position description, which forms part of my employment contract from the date of issue.

I accept that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements.

Employee: _____(signature) Date: _____