

Change Manager: Position Description

WEstjustice is an innovative and evolving organisation delivering a large number of community legal services. In 2020 WEstjustice developed a Digital Management Strategy with the objective to move from non-integrated, largely offline, cumbersome, and inefficient systems to a comprehensive and integrated platform that functions effectively and efficiently.

Bringing the Digital Management Strategy to life will required the successful delivery of two significant technology changes:

1. Adoption of the Microsoft 365 ecosystem to provide staff with the ability to work from anywhere, access company information with greater ease and efficiency, and provide better ways of collaborating. This includes:
 - Microsoft Azure security and identity management services
 - Microsoft 365 collaboration services such as email, teams, and phone integration
 - Intranet services delivered via Microsoft SharePoint
 - Document Management services delivered via Microsoft SharePoint
2. Adoption of a cloud first Practise Management Platform to streamline back of house processes and improve support for our client facing legal services, clinics, education, and capacity building programs.

To ensure WEstjustice realise the benefits of these technology projects a Change Manager is required. The primary role of the Change Manager is to create and implement change management plans that maximise employee adoption and usage and minimise resistance.

Roles and Responsibilities of a Change Manager

The change manager will:

- Lead the overall change effort by applying change management process and tools to support adoption of each project.
- Support the design, development, delivery, and management of communications.
- Assess the change impact of each project by identifying key stakeholders, conducting impact analyses, assessing change readiness, identifying and managing anticipated resistance, tracking and reporting issues, and monitoring change progress.
- Support training efforts by providing input, documenting requirements, and supporting the design and delivery of training programs.
- Act as a coach for senior leaders and executives in helping them fulfill their role of change sponsors.
- Support project teams in integrating change management activities into their project plans.

Skills and Qualifications

- Experience and knowledge of change management principles, methodologies, and tools
- Working knowledge of community legal centre practises
- Exceptional communication skills, both written and verbal
- Excellent active listening skills
- Ability to clearly articulate messages to a variety of audiences
- Ability to establish and maintain strong relationships
- Ability to influence others and move toward a common vision or goal
- Flexible and adaptable; able to work in ambiguous situations
- Forward looking with a holistic approach
- Organised with a natural inclination for planning strategy and tactics
- Problem solving and root cause identification skills
- Able to work effectively at all levels in an organization
- Must be a team player and able to work collaboratively with and through others
- Familiarity with project management approaches, tools, and phases of the project lifecycle