# **Position Description**

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| **Position Title** | **ERP Change Specialist** |
| **Directorate** | Corporate and Customer Services |
| **Level** | Level 8 |
| **Reports to** | ERP Project Manager |
| **Responsible for** | Change champions network |
| **Primary Location** | Margaret River Civic Administration Centre |
| **Delegation** | Not applicable |

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| **Position Overview** |

The ERP Change Specialist is responsible for leading the change management strategy, stakeholder engagement, communication planning, training coordination, and readiness activities for the implementation of the Shire of Augusta Margaret River’s replacement ERP system.

The Change Specialist ensures that affected staff and stakeholders are informed, equipped, and supported through the changes associated with the ERP implementation to optimise adoption and realisation of benefits.

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| **Position Responsibilities** |

**Change Strategy and Planning**

* Develop and execute a comprehensive change management strategy and plan, aligned with project goals, stakeholder needs, and organisational culture.
* Conduct change impact assessments and stakeholder analyses to guide communication and engagement activities.
* Collaborate with the ERP Project Manager to integrate change activities into the overall project plan and milestones.

**Stakeholder Engagement**

* Identify and manage key stakeholders across all levels of the organisation.
* Develop and maintain a network of change champions to support frontline engagement and feedback.
* Ensure a high level of staff and leadership engagement throughout the project lifecycle through transparent and inclusive processes.

**Communication**

* Design and implement internal communication strategies that clearly convey project objectives, timelines, and changes to business processes.
* Prepare communications materials such as emails, intranet content, presentations, videos, and FAQ documents.
* Support leadership and team managers to effectively communicate with their teams.

**Training and Capability Development**

* Work with vendors and internal subject matter experts to develop role-based training plans and materials.
* Coordinate and support the scheduling and delivery of training sessions.
* Evaluate training effectiveness and adjust approaches as necessary to ensure readiness.

**Readiness, Adoption and Evaluation**

* Monitor and report on organisational readiness, adoption metrics, and change resistance.
* Identify and manage change-related risks and issues; implement strategies for resolution.
* Support post-implementation reviews and continuous improvement through lessons learned and feedback collection.

**Governance and Reporting**

* Ensure alignment between change activities and broader organisational values, goals, and initiatives.
* Maintain records and evidence of change activities, outcomes, and decisions.

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| **Position Requirements** |

**Essential**

* **Experience:** Demonstrated experience in leading change initiatives within large-scale system or organisational transformation projects.
* **Methodology:** Sound knowledge of change management frameworks such as Prosci, ADKAR, or Kotter.
* **Communication:** Excellent communication and interpersonal skills with the ability to convey messages across diverse audiences.
* **Engagement:** Strong stakeholder engagement, influence and relationship-building skills.
* **Training:** Experience in planning and coordinating staff training and education for new systems or processes.
* **Organisation:** High-level organisational and time management skills, with a strong attention to detail and an ability to manage competing priorities.
* **Education:** Relevant tertiary qualification in Change Management, Organisational Development, HR, Communications or related field, or equivalent experience in formal Change Manager/Specialist roles.

**Desirable**

* **ERP:** Experience supporting ERP implementation projects, preferably in a local government or public sector setting.
* **Tools:** Familiarity with Microsoft Office Suite, collaboration platforms (e.g. SharePoint, Teams), and project/change tracking tools.
* **Certification:** Formal certification in a recognised change management methodology (e.g. Prosci, APMG, Change First).

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| **Key Relationships** |
| **Internal**  | **External** |
| Executive Leadership Team | Consultants |
| Senior Leadership Team | ERP vendor |
| Project Team |  |
| Various business unit SMEs |  |

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| **Acknowledgement** |
| CEO Name | Signature | Date |