



POSITION DESCRIPTION –

Position Title	Change Support and Training Officer	Classification	Band 7
Directorate	Corporate Services	Department	Transformation & Technology
Direct Reports	Nil	Date	
Reports to	PMO Lead		

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in supporting the community by delivering a wide range of services that enhance the wellbeing of residents now and into the future.

To support the delivery of these services, Council is focused on building a skilled and professional workforce with the capability to respond to current priorities and future challenges. Employees are expected to contribute to high-quality service delivery, demonstrate sound professional judgement, and work collaboratively to achieve positive outcomes for the community.

Council is committed to providing a safe, inclusive and supportive working environment that enables employees to perform at their best while contributing to the achievement of Council's strategic objectives.

POSITION OBJECTIVES

The Change Support and Training Officer provides practical, hands-on support to the Change Manager throughout Cardinia Shire Council's multi-year ERP technology transformation program. The role is responsible for coordinating and delivering end-user training and change activities across multiple module go-lives, enabling staff to build capability and confidence in new systems and processes. Working closely with the Change Manager and project team, this position contributes to a structured, people-centred approach to change that supports sustained system adoption and positive organisational outcomes.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Support the Change Manager in the design, coordination and delivery of organisational change activities across all phases of the ERP technology transformation program.
- Develop and deliver end-user training programs for each ERP module go-live, including needs analysis, content development, delivery scheduling and post-training evaluation.
- Create and maintain training materials including user guides, quick reference guides, e-learning content and job aids, ensuring materials remain current as system configuration evolves.
- Facilitate training sessions, workshops and drop-in clinics for staff at all levels, adapting delivery methods to meet diverse learning needs.
- Coordinate change readiness assessments and stakeholder feedback processes, providing regular progress reporting to the Change Manager and project leadership.

- Build and maintain relationships with business unit champions and super-users to support peer-to-peer knowledge transfer and sustained adoption of new systems and processes.
- Identify barriers to change adoption, escalate risks or issues to the Change Manager, and contribute to post-go-live hyper-care support to monitor user confidence and system adoption.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Participate in the day-to-day operations of the ERP Technology Project.
- Accountability for the quality, accuracy and effectiveness of the training function in the ERP Technology Project.
- In positions where the prime responsibility is for resource management the freedom to act is governed by policies, objectives and budgets with a regular reporting mechanism to ensure achievement of goals and objectives.
- In positions where the prime responsibility is for Specialist Advice or Regulate Clients the freedom to act is subject to professional and regulatory review.
- Provide leadership, specialist advice, direction and expertise on policy, goals and projects to employees, leaders and key stakeholders to support the achievement of the Council Plan and organisational strategy and goals.
- Manage employee resources in accordance with the strategic workforce plan requirements.
- Manage business unit operational budget within set parameters and delegation of authority.
- Position has an input into policy development. The work may be of an investigative, analytical or creative nature, with the freedom to act generally prescribed by a more senior position. The quality of the work of these positions can have a significant effect on the policies which are developed.

JUDGMENT AND DECISION MAKING

- Operate in a specialised environment with limited day-to-day management.
- Exercise independent judgement, considering operational requirements, utilising existing policies and procedures, relevant legislation and the Enterprise Agreement.
- These positions are essentially problem solving in nature. The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent.
- Guidance is not always available within the organisation.
- Work involves the application of improvement suggestions, recommendations and problem solving.
- In positions where the prime responsibility is in policy formulation, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

SPECIALIST KNOWLEDGE AND SKILLS

- Knowledge of change management methodologies and frameworks (such as Prosci/ADKAR or equivalent), and the ability to apply these practically in a complex organisational context.
- Demonstrated experience in developing and delivering adult learning programs, including needs analysis, instructional design, facilitation and evaluation.
- Experience working on technology implementation or digital transformation projects, including exposure to ERP systems or similar enterprise platforms.
- Ability to develop clear, accessible training materials and communications for a range of audiences, including staff with varying levels of digital literacy.
- Understanding of the Victorian local government context, including the nature of council services, the diversity of council workforces, and the legislative and governance environment.
- Strong organisational and project coordination skills, including the ability to manage competing priorities and meet deadlines in a project environment.
- Proficiency in Microsoft Office suite and the ability to rapidly learn and gain practical knowledge of new software systems being implemented.
- Experience in adopting new software to develop change and training support materials, i.e. SharePoint, Scribe and MS Stream.
- Experience developing organisation communication collateral for change initiatives.

INTERPERSONAL SKILLS

- Proven ability to build and maintain effective working relationships with staff at all levels of the organisation, including business unit change champions, project team members and senior leaders.
- Demonstrated ability to facilitate training and workshops confidently, adapting communication style to meet the needs of diverse learners and stakeholders.
- Strong written communication skills with the ability to produce clear, well-structured training materials, user guides and change communications.
- High level of empathy and emotional intelligence, with the capacity to support staff through periods of significant organisational change.
- Ability to work collaboratively as part of a project team while also working independently and managing own workload effectively.
- Demonstrated resilience and agility in a changing work environment, with the ability to remain focused and productive under pressure.
- Proven ability to maintain high levels of confidentiality and exercise discretion when handling sensitive information.
- Effective customer service orientation, with a commitment to providing responsive and helpful support to staff navigating system and process changes.

MANAGEMENT SKILLS

- Ability to plan and organise training delivery schedules across multiple concurrent project phases, coordinating venues, participants and subject matter experts effectively.
- Skill in monitoring and tracking change and training activities against project plans, identifying and escalating variances in a timely manner.
- Experience providing periodic reports on communication, training development and delivery plans and tasks
- Capacity to manage the development and review of multiple training assets concurrently, maintaining quality and consistency across all materials.
- Ability to coordinate the activities of business unit super-users and change agents in support of the broader change management strategy.
- Foster a supportive learning environment that builds staff confidence and capability, contributing to a positive organisational culture during the transformation program.

QUALIFICATIONS AND EXPERIENCE

- Degree or Diploma in a relevant discipline such as learning and development, organisational change, instructional design, human resources, business administration or a related field, with

several years of subsequent relevant experience; or lesser formal qualifications and extensive relevant experience.

- Demonstrated experience in a change management, training or project coordination role, preferably within a large or complex organisation.
- Experience supporting ERP implementations or large-scale technology transformation programs will be highly regarded.
- Accreditation or working knowledge of a recognised change management methodology (e.g. Prosci, CMI or APMG, certification is desirable.
- A current Victorian Driver's Licence.
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KEY SELECTION CRITERIA

- Demonstrated knowledge of change management principles and adult learning theory, with the ability to apply these in the design and delivery of training and change activities in a project environment.
- Proven experience in developing a diverse range of training materials and delivering training to mixed-ability audiences across an organisation.
- Strong interpersonal and communication skills, with the ability to engage effectively with staff at all levels, build trust and influence positive attitudes toward change.
- Demonstrated ability to work within a structured project environment, managing competing priorities and contributing to project outcomes within agreed timeframes.
- Experience with or demonstrated ability to quickly learn enterprise software systems, with the capacity to translate technical content into plain-language training and support materials.
- Ability to work autonomously and exercise sound judgement, escalating issues appropriately and proactively identifying risks to training and change adoption.
- Understanding of the local government sector or public sector operating environment, including the diversity of services delivered and the workforce characteristics of a council organisation.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure This is a full time (1.0 FTE) maximum term position for the duration of the ERP Technology Transformation Program (anticipated 3 years)..

Pre-employment checks All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.