Position Description

Position Title	Technology Projects Change Coordinator
Portfolio	Executive and Corporate Services
Reports To	Business Applications Manager
Employment Type	Full-Time
Location	West Leederville

Team Overview

This position sits within the Technology team, which is responsible for technology functions including business systems, IT infrastructure and security, information management and desktop support, which enable the organisation to be contemporary and agile for the benefit of Members.

Position Purpose

The Technology Projects Change Coordinator, under the guidance of the Business Applications Manager, is responsible for coordinating Change Management for technology change initiatives and projects. This includes communications and organising training to support the success of projects. This role also owns WALGA's Microsoft Dynamics business systems, with a particular focus on the Member CRM. The Coordinator provides training, ongoing user support and system promotion across the organisation to maximise the utilisation of system functionality.

Key Accountabilities

Change Management	• Develop change management plans to support the successful delivery of technology projects. • Development and delivery of communications to facilitate business change. • Development and delivery of user training material to support project deployment.
CRM Coordination and Support	• Promote and support the use of the CRM throughout the organisation using Change Management stakeholder management tools and techniques. • Capture changing business needs to enable the continuous evolution of the CRM systems and related applications. • Ongoing development and delivery of training material to support staff in using the CRM systems.
MS Dynamics System Management	• Evaluate user-reported system issues to determine the resolution approach. • Evaluate the risk and business impact of system updates before they are applied.

	• Manage version updates, including coordinating deployment and testing. • Liaise with support providers to facilitate system updates.

Key Relationships

Who	Why
Internal	
Manager	• Escalate issues, make suggestions and provide updates. • Provide advice and contribute to decision-making. • Identify emerging issues/risks and their implications and propose solutions. • Report on progress towards business objectives and discuss future directions.
Team	• Promote a collaborative and inclusive work culture and balance the success of the organisation with individual and team goals. • Actively seek out opportunities to contribute to the broader organisation, supporting the accomplishments of teammates. • Foster a sense of unity and cooperation to achieve shared goals.
Advocacy Team	• Engage with the Advocacy team to ensure all communications related to change initiatives are clear, consistent, and aligned with brand guidelines.
Stakeholders	• Engage with business system users to understand needs, confirm development plans and implement user acceptance testing • Manage expectations and resolve issues. • Communicate needs and facilitate routine business transactions. • Support of agreed project management methodology for all business projects across the organisation.
External	
Supplier/Service Providers and Consultants	• Manage expectations and resolve issues with service providers. • Communicate needs and facilitate routine business transactions. • Manage contracts and monitor the provision of service to ensure compliance with contracts and service agreements

Key Competencies

Knowledge and Experience	• Demonstrated experience in Change Management methodologies (preferably PROSCI). • Demonstrated experience in delivering project Change Management across a small to medium-sized organisation. • Demonstrated experience in the utilisation of a CRM tool (preferably MS Dynamics). • Demonstrated experience designing resources for adult learning.

	• Demonstrated experience facilitating training. • Bachelor's degree in computer science, Information Technology, or a related field (desirable)
Skills	• Excellent interpersonal skills, including the ability to develop excellent working relationships with colleagues and other stakeholders • High-level collaboration skills with the ability to work in partnership with senior leaders, managers, staff and suppliers. • Strong customer service focus. • High degree of organisation, time management and the ability to prioritise. • Strong influencing skills. • Effective analytical and problem-solving skills. • Ability to understand and document business processes. • High attention to detail and excellent level of accuracy. • Excellent written and oral communication skills
Behaviours	• Sets a tone of integrity and professionalism within WALGA and in dealings external to WALGA. • Contribute to a collaborative and inclusive work culture and establish relationships with stakeholders, focusing on building trust and rapport. • Take ownership of work and seek opportunities to contribute proactively. • Identify opportunities and implement initiatives for ongoing improvement. • Make timely and effective decisions in the role, seeking advice where needed. • Incorporate future thinking into planning and develop innovative approaches to achieve long-term objectives. • Prioritises collective success by actively working towards common goals and objectives. • Adapts messaging to resonate with diverse audiences. • Develops comprehensive change plans that consider various stakeholder perspectives. • Embeds continuous improvement practices into everyday operations. • Build organisational change readiness by anticipating and addressing potential resistance to change. • Uses a customer-centric approach to anticipate and meet the evolving needs of members and stakeholders. • Show an awareness of the principles of Workplace Health & Safety and apply them by taking care and being alert about issues in the workplace. • Foster a culture of openness and support regarding mental health and well-being, encouraging employees to seek help when needed.
Values	Ability to demonstrate and apply WALGA's values: • **Respect -** We act honestly, with integrity and respect • **Excellence -** We strive for excellence and an environment of continuous improvement

	- **Accountability -** We take responsibility and work openly and transparently - **Collaboration -** We value strong relationships and partnerships - **Curiosity -** We encourage a spirit of enquiry, and an innovation mindset