

Role Description

Title	Senior Change Analyst
Manager Title	Change Enablement Manager
Group	Organisation Support
Band	F
Date	October 2024
Approved By	Deputy Director-General, Organisation Support

Public Service

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa

I āianeī, ā, hei ngā rā ki tua hoki, he kawenga tino whitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a Ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

About DOC

The Department of Conservation *Te Papa Atawhai* (DOC) protects and sustains nature for current and future generations. Our purpose is to ensure that Papatūānuku thrives. We do this by:

- Protecting land, species, ecosystems, and cultural heritage for conservation purposes
- Managing threats and adverse impacts
- Being a voice for conservation
- Connecting people to nature

All New Zealanders have a role in keeping nature healthy. We partner with whānau, hapū and iwi and collaborate with commercial partners, NGOs, volunteers, and government agencies to improve conservation outcomes.

Role purpose

The purpose of the Senior Change Analyst is to provide technical support for delivery of change management activities for projects, programmes and initiatives.

Key working relationships

Internal	External
Directors, managers, and teams across the Department	N/A

General

Employees are required to respond to DOC's changing needs, performing other tasks as reasonably required.

DOC may make reasonable changes to the role in consultation with the role holder.

You are required to maintain a strict sense of personal ethics, maintain confidentiality and privacy, and abide by DOC's Code of Conduct.

Accountabilities

Accountability	Including....
Change technical analysis and advice	<p>Provide technical change analysis and advice in range of formats for a range of audiences and purposes.</p> <p>Develop a change on a page which provides a picture of what the future looks and what activities will occur to bridge the gap.</p> <p>Identify audiences and raise any issues and risks relating to stakeholders to ensure effective stakeholder engagement and proactive issue resolution.</p> <p>Liaise and collect data from a range of internal and external sources, to provide the foundations for evidence-based analysis and informed decision-making.</p> <p>Provide modelling and change analysis (e.g., forecasting, configurations, cost/benefit implications, etc).</p> <p>Provide timely and informed input into reports/requests and briefings as needed.</p> <p>Conduct change impact assessments to analyse how change will impact processes, people, and stakeholders.</p> <p>Interpret data/information and communicate insights that summarise key issues and findings, formulate supportive ideas and materials as well as present findings and ideas clearly and concisely to a variety of key stakeholders.</p> <p>Support the Change Manager with and/or lead change management activities including writing communications, presentation packs, guidance materials, website updates, training, and planning.</p>
Change project support	<p>Support the Change Manager to work with cross-functional project teams in the planning and execution of change initiatives, ensuring alignment with organisational goals.</p> <p>Arrange logistics for change related workshops and meetings.</p> <p>Develop business readiness assessments and plans.</p>

Accountability	Including....
	<p>Measure change effectiveness and success.</p> <p>Work with the Change Manager to understand the broad connections and impact of the work being undertaken, and draw on data, insights, and critical thinking to make recommendations. This may involve navigating complexity and ambiguity to deliver technical outcomes.</p> <p>Support senior change team members in all aspects of change management activity on initiatives, projects and programmes.</p>
Relationships and communication	<p>Support the Change Manager to develop and implement robust change and change communication plans that engage and inform stakeholders at all levels, ensuring that they are well-supported throughout the change process building trust and confidence.</p> <p>Engage effectively with people involved in the changes including managers, colleagues and impacted teams.</p> <p>Partner with business specialists e.g. Communications, HR, IT, to develop robust change approaches.</p> <p>Translate technical knowledge into accessible information for non-technical stakeholders, facilitating informed decision-making.</p> <p>Keep colleagues, managers, and stakeholders up to date with business change progress, issues and any business impacts in their areas.</p>
Coaching, mentoring and training	<p>Support the Change Management Office to identify specific change management related training needs within the team and DOC and design tailored programmes that enhance colleague skills and competencies.</p> <p>Support the delivery of change related training and coaching, ensuring it is effective and aligned with change initiatives.</p> <p>Promote a culture of learning and skill development to empower colleagues in adapting to change.</p>
Risk management and continuous quality improvement	<p>Proactively identify and assess risks associated with change initiatives and support the Change Manager to develop strategies to mitigate potential disruptions to projects.</p> <p>Champion a culture of continuous quality improvement by analysing project outcomes, collecting feedback, and making data-driven decisions to enhance the change process.</p> <p>Ensure compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</p> <p>Understand, and operate within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.</p> <p>Contribute to the development and continuous improvement of processes, tools and frameworks within a team, or across teams.</p> <p>Continuously develop and improve own technical expertise in line with relevant industry/sector trends.</p>

Accountability	Including....
Work management and delivery	<p>Deliver on tasks as set out in work plans, performance expectations, and task assignments.</p> <p>Identify critical issues and risks and ensure they are constructively raised and addressed.</p> <p>Manage knowledge and information to ensure it is secure, current, and appropriate access protocols are applied.</p> <p>Take all practical steps to ensure your own safety and the safety of others in the workplace.</p>

Capability

Capabilities Required	
Specialist skills, knowledge and qualifications	<p>A tertiary qualification and/or equivalent knowledge from experience, e.g. a bachelor's degree in a field such as Business Administration, Management, Organisational Psychology, or Project Management</p> <p>Certifications or equivalent knowledge of project management methodology such as Prince2, CCMP or CMI</p> <p>3 years' experience as a Change Analyst or in a similar role</p> <p>Skills and experience in public sector regulatory change</p> <p>Familiarity with change management methodologies and best practices, such as Prosci, ADKAR, or similar models</p> <p>An understanding of the human elements involved in the change process, along with empathy for the needs and concerns of professionals and communities</p> <p>Understanding of training needs analysis and design to support skills and competencies</p> <p>Detailed orientated, able to collate, data and insights, analyse information and present in an engaging way</p> <p>Comfortable with supporting complex work programmes and programme teams across a matrix management model reporting</p> <p>Takes a systems view of work, draws on data, insights, and critical thinking to make sound decisions and recommendations</p> <p>Navigates complexity and ambiguity effectively</p>
Innovation & Improvement	<p>Open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table</p> <p>Models an agile approach – tries new approaches, learns quickly, adapts fast</p> <p>Develops and maintains appropriate external networks to support current knowledge of leading practices</p> <p>Provides considered feedback and input to decision making</p>

Capabilities Required	
	<p>Identifies and suggests opportunities to do things differently</p> <p>Proactively seeks to understand organisational and wider context of role</p>
<p>Collaboration, relationship building, communication and interpersonal skills</p>	<p>Exceptional communication skills, written and verbal</p> <p>Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same</p> <p>Interacts productively with a wide range of people</p> <p>Comfortable working both independently and collaboratively</p> <p>Seeks and considers other perspectives</p> <p>Works effectively to solve problems, gains trust easily and supports peers</p>
<p>Delivering results</p>	<p>Organised, able to deliver quality outputs, work to tight deadlines</p> <p>Plans and organises work to deliver on objectives</p> <p>High personal and professional standards and accuracy</p>
<p>Treaty Partnership</p>	<p>Understands where the Māori Crown relationship is important to DOC</p> <p>Able to use day-to-day te reo and tikanga at work, e.g. waiata and pepeha.</p> <p>Knows to seek advice or support when required</p>

You are required to comply with the standard operating requirements of DOC, i.e., you must comply with the financial, health and safety, legal, people and other delegations set out in Standard Operating Procedures, policies, and instructions (refer to the Intranet for further information).