**ATTACHMENT 3**

**STATEMENT OF WORK**

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| **Nominated Candidate** | |  |
| **Role** | | Change Manager – Multiple positions |
| **Contract Commencement Date** | | ASAP |
| **Contract Expiry Date** | | Contract terms between 12 and 24 Months will be considered |
| **Purpose of Services:** | | Professional Services (Clause 7.11) |
| **Role Description** | | SIGINT and Network Operations Group – Systems Project Office (SNO-SPO) within the Australian Signals Directorate (ASD), will deliver cutting edge capabilities to Defence through a variety of different programmes and projects. To facilitate this ASD has a requirement for a Change Manager.  The Change Manager will have responsibility for enabling the delivery of business outcomes and benefits across multiple projects and business areas through actively managing the change into a rapidly changing business environment. The Change Manager, under broad direction, will work independently to develop business focused strategies and documentation.  This will involve working with business stakeholders, project managers, systems architects and other groups as required, to define the change required, work to ready the business to accept it, and land the change into the business areas in order to achieve the required benefits. |
| **SFIA Level of Responsibility Required** *Description Below* | | The Specified Person will be expected to demonstrate attributes of SFIA Level of Responsibility 5 |
| **SFIA Skills Required**  *Description Below* | | CIPM 5  BUAN 5 |
| **Other Skills and Knowledge** | | **Statement of Suitability Against Other Skills and Knowledge** |
| 1. Knowledge of IT systems design and development processes. | |  |
| **Major Responsibilities:** | | **Statement of Suitability Against Major Responsibilities** |
| 1. Liaise with stakeholders to define, document and implement change strategies and plans. | |  |
| 1. Design and deliver change programs that deliver a substantial step up in capability, including cultural change elements. | |  |
| 1. Design and run workshops to elicit information and direction, and translate the outcomes into documents, strategies and action. | |  |
| 1. Work with projects to develop business change plans, schedules and relevant delivery documentation, and assist projects to manage their own change, as well as link in with broader change efforts. | |  |
| 1. Train and coach others in change management expertise, both internally within your own team, and externally where projects and programs request assistance. | |  |
| 1. Build strong relationships with stakeholders that underpin change effectiveness, and build a network of change professionals. | |  |
| 1. Participate in risk management associated with program objectives and implementation, assist in developing mitigation strategies. | |  |
| 1. Monitor and report on progress against project plans. Identify readiness gaps, manage impending change load and develop strategies to mitigate impact on change plans | |  |
| **Other Features of the Role (e.g. location, travelling, shift hours,)** | | **Service Provider Response** |
| 1. This role is Canberra based, some travel may be required. | |  |
| Prepared by: Darrell Malone  Date: 11/12/2020  Authorised by: Travis Alexander / Erica Cartledge | | |
| **SFIA Core Competencies** | | |
| **SFIA Level Of Responsibility (LOR 5)** | | |
| **Autonomy** | Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/ or project / supervisory objectives. Establishes milestones and has a significant role in the assignment of tasks and / or responsibilities. | |
| **Influence** | Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of the assigned work, i.e results, deadlines and budget. Has significant influence over the the allocation and management of resources appropriate to given assignments. | |
| **Complexity** | Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable  range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements. | |
| **Business skills** | Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Assesses and evaluates risk. Communicates effectively, both formally and informally. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Takes all requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for continuous operational improvement. Demonstrates creativity, innovation and ethical thinking in applying solutions for the benefit of the customer/stakeholder. | |
| **SFIA Professional Skill Level Description** | | |
| **CIPM 5** | Creates the business readiness plan, taking into consideration IT deployment, data migration, capability deployment (training and engagement activities) and any business activities required to integrate new digital processes or jobs into the "business as usual" environment. Determines the readiness levels of business users with regard to upcoming changes; uncovers readiness gaps and creates and implements action plans to close the gaps prior to going live. Assists the user community in the provision of transition support and change planning, and liaises with the project team. Monitors and reports progress on business readiness targets, business engagement activity, training design and deployment activities, key operational metrics and return to productivity measures. Defines the series and sequence of activities to bring stakeholders to the required level of commitment, prior to going live. | |
| **BUAN 5** | Takes responsibility for investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change. Applies and monitors the use of modelling and analysis tools, methods and standards, giving special consideration to business perspectives. Collaborates with Stakeholders at all levels, in the conduct of investigations for strategy studies, business requirements specifications and feasibility studies. Prepares business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks | |