

## Position Description

### Change Manager – Digital Transformation

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Dynamic Labz has been engaged to deliver a Digital Transformation Program of works by an industry leader in the Sports and Entertainment industry in Australia. The scope of work includes implementation of Business Applications with Dynamics 365, Digital Platforms, and Information Platform as part of its Digital Transformation Program.

As a Change Manager you will manage project and program specific change management activities across the business, working in partnership with the project managers and related business owners. Through your role you will ensure the identified benefits are fully realised and changes to People, Processes & Technology are fully adopted, embedded and sustained across the business.

To succeed in this role, you will be curious and have a desire to help others. You will have proven expertise in managing and implementing organisation-wide change with particularly strong experience in managing complex transformation projects. We anticipate you have a lot of experience dealing with key stakeholders and your natural ability to build relationships across the business are second to none.

At Dynamic Labz, our services help bring immediate value to our customers, and makes a direct impact on how businesses and people work day-to-day. Here, you'll be an important part of our high-energy, unique, fast-paced, and innovative culture that focusses on delivering quality outcomes with agility.

### Responsibilities:

#### **Change Strategy Development:**

- Develop comprehensive change management strategy and plans, ensuring alignment with organisational goals and objectives.
- Analyse the impact of proposed changes, assess readiness, and develop strategies to address potential challenges.
- Design and implement communication and engagement plans to create awareness and foster understanding among employees and stakeholders.
- Scoping and defining the required change plan across multiple streams to ensure outcomes and expected change benefits are clearly articulated.

#### **Stakeholder Engagement:**

- Build strong relationships with key stakeholders, including executives, department heads, and project teams, to garner support and drive successful change adoption.
- Collaborate with cross-functional teams to identify change impacts, risks, and opportunities and develop mitigation strategies.
- Working collaboratively with the internal communications team to design, deliver and develop communications to assist with the implementation of the Communication Strategy.
- Working collaboratively with the internal learning and development team to support the design and delivery of training programs and other learning approaches.
- Championing the effective operation of change networks within the program delivery business groups.

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### **Change Implementation:**

- Determining the change impact through a robust assessment process, which includes identifying impacted people and groups, analysing the impact and developing mitigation strategies and interventions to ensure preparedness and adoption of change.
- Design and implement effective change management, including training programs, workshops, and coaching sessions, to ensure successful adoption of new processes, systems, and technologies.
- Monitor and assess the progress of change initiatives, making real-time adjustments to strategies as needed.
- Measure and track the success of change initiatives through key performance indicators and stakeholder feedback.
- Lead communication efforts to ensure stakeholders are informed and engaged throughout the change process.
- Create and deliver training programs to support adopting new processes and technologies.
- Conduct analysis to understand business readiness and change adoption, and tailor change implementation activities accordingly.
- Collaborate closely with all program workstreams (including delivery management, business transformation, functional, testing and data) to understand the scope and dependencies, align change planning and support engagement requirements.

### **Culture and Leadership Alignment:**

- Work closely with senior leadership to promote a culture of innovation, agility, and adaptability.
- Provide guidance and coaching to leaders to ensure they effectively communicate and champion change efforts within their teams.
- Playing a leadership role within the dedicated change team to lift the awareness of, and successful implementation of program change management principles to ensure changes implemented are sustainable and fit for purpose.

### **Continuous Improvement:**

- Identify opportunities for process improvements and innovative approaches to change management practices.
- Stay current with industry trends, best practices, and emerging technologies to enhance the effectiveness of change management efforts.

### Desired Experience

- 8+ years of change management experience in Digital Transformation Projects.
- Ability to lead and influence stakeholders at various levels of the organization.

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- Proven track record of successfully leading and driving technology change management initiatives and demonstrating the ability to work autonomously.
- Strong understanding of change management principles, methodologies, and best practices, with the capacity to independently develop and execute strategies.
- Excellent interpersonal and communication skills, with the ability to influence and engage stakeholders at all levels while functioning autonomously.
- Change management certification (e.g., Prosci) is a plus
- Experience in leading change that incorporates cultural, organisational structure, policy, process, as well as technology change.
- Experience in end-to-end change management which includes strategies to implement and embed change into BAU, including building capability to manage change.
- Experience working in both Agile and waterfall delivery environments and an understanding of Agile methods.
- High level analytical and problem-solving skills and well-developed self-awareness and self-regulation, motivation, empathy and social skills
- Consulting experience is advantageous.

### Spark your interest?

To find out more about this exciting and challenging role please apply by attaching your resume to [contactus@dynamiclabz.com](mailto:contactus@dynamiclabz.com). Please note that due to the high volume of applications only short-listed candidates will be contacted.