

Canberra Institute of Technology

Position Description

POSITION NUMBER: P71426
CLASSIFICATION: ADMINISTRATIVE SERVICE OFFICER CLASS 6
POSITION TITLE: Change Management Support Officer
DIVISION: Corporate Services
COLLEGE/BRANCH: Data & Digitalisation
SECTION: CIT Information, Communication & Technology
SUB SECTION/COST CODE: Cloud Campus
IMMEDIATE SUPERVISOR: Business Change Lead
RESTRICTION:

ABOUT US

Canberra Institute of Technology (CIT) is a dynamic, modern, and diverse vocational education and training (VET) institute of learning - and plays a key role in the development of the ACT's future workforce and building its skill base. Our core business is the delivery of high-quality vocational training and education programs and services to meet the needs of a diverse customer base – locally, nationally, and internationally.

CIT trains over 20,000 students each year, touching more lives post-secondary school than any other tertiary education institution in the ACT. As a major contributor to the economic growth of the ACT, CIT plays a significant role in ensuring a qualified and skilled workforce, attracting school-leavers and international students, increasing skill levels for those self-employed, contributing to the ACT innovation ecosystem, and driving life-long learning for the future economic and social of the ACT.

OUR PEOPLE

The CIT Board's vision for CIT is for staff to collectively be raising our ambitions to meet new expectations; adapting our offerings to provide skills for the future; contributing to the new economy and positioning for prosperity; and investing in our business for viability and value.

CIT cultivates its workforce to embody a culture of innovation, adaptation, and learning. As a public provider of vocational education, all staff model the CIT cultural traits (customer centric, collaborative, trusted, professionalism, adaptable, accountable, and inspirational, as well as the signature behaviours that underpin the ACT Public Service (ACTPS) Code of Conduct.

CIT is committed to building an inclusive workplace through a culturally diverse workforce. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability and those who identify as LGBTIQ are encouraged to apply.

DATA AND DIGITALISATION BRANCH

Under the leadership of the Chief Information Officer, the CIT Data and Digitalisation Branch plays a pivotal role in supporting CIT to achieve its digital objectives, propelling CIT toward a Net Zero world, while ensuring seamless digital experiences for students, staff, and the broader community. The Branch is focused on aims to:

- **Enhance Technological Capabilities:** Continuously improving our technology infrastructure and solutions, ensuring seamless transitions across social, work, and student digital environments, all while supporting a Net Zero world.
- **Optimise Digital Experience:** Delivering an exceptional online journey for students and staff, to enhance satisfaction and engagement while maintaining operations.
- **Promote Collaboration and Skill Development:** Prioritising effortless collaboration, innovation, and digital literacy, empowering all CIT community members to derive value from technology.
- **Support Data for Informed Decision-Making:** Actively generating insights from data to meet regulatory requirements and support inform decision-making processes.
- **Ensure a Safe and Secure Environment:** Clear data collection policies maintain transparency, safeguarding information while respecting privacy. The branch implements measures to ensure our information environment is safe and secure to reduce risk of cyber incidents without compromising usability and in line with relevant regulations.

CLOUD CAMPUS

The five-year \$39.1M Cloud Campus works program enables CITs recently approved Digital Transformation Strategy. This strategy seeks to improve the lives of our students through incredible teaching that takes full advantage of available technologies.

The Cloud Campus Program is a key initiative of CIT's future digitalisation strategy, the successful transition to the Woden campus, and broader business transformation and campus renewal initiatives. Cloud Campus is not just about delivering technical solutions to support CIT – it is about transforming the way CIT does business.

THE POSITION

The Change Management Support Officer contributes to the successful delivery of change activities for the Cloud Campus Program. Working under supervision, the role coordinates and supports the delivery change management, communications, engagement and adoption activities across multiple Cloud Campus workstreams, ensuring staff are prepared, supported and able to realise benefits from new cloud platforms and ways of working.

In addition, demonstrated experience in supporting stakeholder engagement, business readiness assessment, communication planning: training and development, change implementation, resistance management: performance measurement and continuous improvement and collaboration and teamwork is highly desirable.

RESPONSIBILITIES

Under limited supervision, the Change Management Support Officer primary responsibilities are to:

- Support the development and maintain change artefacts including stakeholder and impact assessments, change strategy and plan, communications plan and materials, training needs analysis, role-based learning, quick reference guides and support plans.
- Coordinate change-related activities across project streams to ensure alignment with milestones and deadlines including track progress of change tasks, risks, and dependencies.
- Assist in the identification and analysis of stakeholders, including updates to stakeholder matrix and engagement strategies.
- Prepare stakeholder materials such as presentations, briefing notes, FAQs, and workshop content.
- Provide logistical support for stakeholder engagement sessions, including scheduling, agenda preparation, minutes, and action tracking.
- Support business readiness including collection of metrics, user feedback and assistance in preparing for go-live.
- Prepare draft documents for steering committees and project boards, contribute to administrative activities.
- Support the organisation and delivery of training sessions, including scheduling, attendance tracking, and feedback collection.

PROFESSIONAL AND PERSONAL CHARACTERISTICS

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated experience support and delivering change activities in complex programs, including stakeholder analysis, impact assessment, communications and training.
2. Strong capability to build relationships across all levels, facilitate workshops, and develop clear, audience-appropriate communications and guidance materials.
3. Strong organisational skills and proven ability to manage competing priorities and deliver to deadlines; identify risks and issues; use data and feedback to iterate and improve adoption.
4. Demonstrated experience managing maintaining accurate documentation and contributing to quality outcomes.

Behavioural Capabilities

1. Ability to establish and maintain effective and diverse strategic business partnerships, including with executive stakeholders, through collaboration, engagement, responsiveness, and influence.
2. Excellent communication and interpersonal skills, with the ability to work collaboratively with diverse stakeholders and teams to support adoption of new digital tools, platforms or ways of working.
3. Demonstrated ability to model the CIT cultural traits and ACT Public Service values and signature behaviours, knowledge of and the ability to work in accordance with, and implement agreed CIT

policy and principles, respect, equity and diversity (RED), work health and safety (WHS) and workplace participation.

QUALIFICATIONS AND EXPERIENCE

- Experience supporting digital, ICT or cloud based change initiatives.
- Knowledge of structured change management methodologies (e.g. ADKAR, Prosci or equivalent).
- Experience coordinating training, communications or engagement activities at scale.
- Familiarity with modern digital collaboration and learning platforms (e.g. M365, cloud based learning environments).

Office use only

Date Position Description updated:

RITM Number: