



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P71270, P69858

Division: Planning, Design and Digital

Classification: Senior Officer Grade C

Business Unit: Major Programs

Location: Hybrid working arrangements
(Winyu and work from home)

Position Title: Change Manager

Last Reviewed: 16 April 2026

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related [signature behaviours](#).

DIRECTORATE OVERVIEW

Digital Canberra leads the ACT Government's technology, digital, data, and cyber security services. We strive to improve the lives of Canberrans through delivering and supporting digital government services that are easy to access, save time, and are safe to use. We achieve this while also looking to the future – making technology investment decisions that will transform Canberra into a genuinely connected city.

Digital Canberra leads the implementation of the [ACT Digital Strategy](#) and [ACT Digital Health Strategy](#), manages ICT infrastructure for our hospitals, schools, and public service, and represents the ACT at national digital, data, and cyber security forums.

Digital Canberra has a diverse workforce across many functions and sites. We have an inclusive culture, and we ensure our people are respected, valued, and involved.

DIVISION OVERVIEW

Planning, Design and Digital Group plays an important strategic role in realising the ACT Government's vision to transform Canberra into a genuinely connected city.

The group manages the Government's technology investment framework and pipeline, undertakes research and analysis to develop digital policy, provides business analysis and ICT architecture and design services for key Government ICT initiatives. As part of this work, the group is responsible for planning and delivering major ACT Government ICT programs and ensuring good project governance through an Enterprise Portfolio Management Office (EPMO) as well as driving the digital transformation of ACT services by implementing digital identity solutions that empower our community to access services online, anytime.

BUSINESS UNIT OVERVIEW

The **Major Programs Branch** leads large-scale government initiatives to modernise technology to enhance life quality for Canberrans and improves ACT Government operations. We work collaboratively and flexibly across the ACT Public Service. The branch brings together multidisciplinary teams of people with diverse perspectives, skills, and expertise who anticipate and plan for hurdles, seize opportunities and respond to challenges with a one-government mindset, with flexibility and speed while managing risks.

POSITION OVERVIEW

The role operates within a major transformation program focused on establishing whole of government ICT capability to enable the ACT Government. The Change Manager will play a critical role in driving successful organisational change for the **Payroll Capability and HR Management Program (PC-HRM)**. The program is a true, people, process and technology program with a significant focus on process and people for this role.

As a change manager, you will drive efforts to maximise change adoption, manage stakeholder relationships, and ensure successful project outcomes. The primary responsibilities will include bringing to life change management strategies and plans to deliver the changes successfully. The program is strongly focussed on delivering the agreed benefits, and therefore an appreciation of how to link this to the change work at hand is important.

The program uses Managing Successful Programmes (MSP) and the Change Manager will need to understand what this is.

This role reports to the Senior Project Manager.

WHAT YOU WILL DO

Support and deliver the full lifecycle of change within the ACT Government Directorates and with the Program team. Focuses will be on:

1. Engaging with business stakeholders to understand the impacts of change.
2. Through the change impact process, working with stakeholders to identify where there are gaps with business processes and standard operating procedures (SOPs) and supporting the business to augment/create/build them.
3. Work with the project team in line with the program timelines and build agreed change management collateral through the full lifecycle of change including:
 - communication and enablement
 - measuring benefits
 - change readiness activities
 - risk and issue identification and management where applicable
 - continuous improvement
 - organisational culture and readiness

WHAT YOU REQUIRE

The following skills, knowledge and capabilities form the selection criteria that are required to perform the duties and responsibilities of the role. These should be taken in context to the *What will you do* section of this Position Description.

Professional / Technical Skills and Knowledge

1. Proven experience managing change in a complex organisational environment.
2. Understanding MSP principles and methodologies and/or willingness to be trained in MSP and benefits management.
3. Strong skills with identifying where change impacts will occur and has the capability to understand business process impacts for stakeholders.
4. Act as a steward and enable stakeholders to improve business processes in their environment.
5. Have the capacity to support stakeholders when experiencing the discomfort of change.
6. Excellent communication, negotiation, stakeholder engagement and influencing skills.
7. Ability to navigate complex organisational structures and manage ambiguity.

Behavioural Capabilities

8. Self-management, demonstrating the ability to deliver agreed outcomes by taking initiative and engaging with the required resources within the Program and the project delivery team.
9. Ability to establish and maintain effective and diverse relationships, through collaboration, engagement, responsiveness, and influence.
10. Adaptability in changing circumstances managing multiple priorities and demands and demonstrating resilience in a complex environment.
11. Demonstrate a commitment to work, health and safety and displays behaviours consistent with the ACT Public Service Values and Signature Behaviours.

Compliance Requirements / Qualifications

The following are preferred requirements for the position:

12. Relevant tertiary education in Business, Organisational psychology, Change Management or related field
13. Experience in organisational change management and/or relevant industry certification.

The following are not requirements for the position:

1. This position does not require a pre-employment medical.
2. This position does not require a Working with Vulnerable People (WWVP) check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Change Manager and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never