

Position Description

Position Title - Ingoa Tūranga

Change Manager, Enterprise Content Management Project (403509)

Group - Puni

People and Operations Group (P&O)

Division - Tānga

Enterprise Connections Division (ECD)

Reports to - Menetia

Manager Change Delivery (403417)

About the Public Service - Mō te Ratonga Tūmatanui

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 2020 ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ē anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kōunga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act 2020 states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.

About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders' in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

Diversity and Inclusion - Kanorau, Kauawhi

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

Our values are:

- **Impact:** We achieve for New Zealand, every day, everywhere
- **Kotahitanga:** We draw strength from our diversity
- **Courage:** We do the right thing
- **Manaakitanga:** We honour and respect others

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

About the Position - Mō te Tūranga

This role will be a member of the project team responsible for transitioning MFAT's Enterprise Content Management System from SharePoint on-premise, to a new SharePoint Online.

This project will deliver a modernised enterprise content management system that enables the Ministry to manage, access, and use information more effectively in support of its foreign policy, trade, and development objectives. The role will contribute to designing and implementing solutions that align with information management policies, user needs, and legislative requirements.

The Change Manager plays a key role for ensuring that the project meets objectives on time and on budget by increasing employee adoption and usage. They focus on the people side of the change, which involves preparing, supporting and equipping people to adopt and use changes to business processes, systems and technology and job roles. They have primary responsibility to develop and implement change management strategies and plans that maximize employee adoption and usage of required changes. These responsibilities also include plans and efforts to anticipate and minimize resistant behaviors from employees and stakeholders who are impacted by the changes.

Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Ministry's purpose:

- Maintain and execute the Change Management Plan, including stakeholder engagement and communication plans.
- Manage a Leadership activation plan to ensure leaders are ready/prepared for the change.
- Assess and document the change impact to roles.
- Identify and translate impacts to processes and tools to feed into the change management activities.
- Develop relevant transition, business readiness and support plans.
- Manage the change training plan.
- Manage the development of the change training material.
- Manages the development of the ECM Training – including system, guides, quick reference guides etc.
- Manage the change stream of the project, including change impact assessments, and process and content writing.
- Manage the interdependencies with the other streams of the project.
- Manage the interdependencies/alignment with other projects via their change managers.
- Coordinate stakeholder showcase and develop communications material.

Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand Tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures.
- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents.
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others
- Participate in Ministry-wide projects and emergency responses as required.

Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The Change Manager will have the following experience, skills and knowledge:

Experience:

- A minimum of five years' experience as a change manager
- Experience managing change in an Enterprise Content Management Project (desirable).
- Proven experience in developing and maintaining relationships and working effectively with staff at all levels of the organisation.
- Experience in successfully deploying process and system changes in a complex and changing environment.

Skills and knowledge:

- Able to hold a whole of organisation perspective when undertaking analysis and making recommendations so the impacts and consequences of changes are identified and understood.
- Flexible and adaptable; able to work in ambiguous situations.
- Ability to influence others and move toward a common vision or goal.
- Proven ability to gather and interpret information to make recommendations and inform insight.
- Proven ability to translate business plans, intentions and needs into change management deliverables.

- Demonstrated ability to communicate concisely and effectively.
 - Excellent time management skills with the proven ability to effectively prioritise and execute tasks in a high-pressure environment.
 - Sound understanding of tikanga and Te Tiriti o Waitangi principles.
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Relationships - Pātahitanga

The Change Manager position is required to build and maintain the following relationships:

Within the Ministry:

- Project staff
 - Staff within the Knowledge, Information and Analytics Unit
 - MFAT staff and managers
 - Other organisations and individuals as appropriate
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Delegations - Whakatautapatanga

- The role has no direct reports.
 - Delegations are set out in the Ministry's Instrument of Delegation.
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Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must hold New Zealand citizenship or permanent residency.
 - You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.
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References

- **Ministry's Strategic Intentions**

Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>