

Position Description (Te Whakaaturanga Tūranga Mahi)

Position Title (Te taitara):	Change Manager
Business Unit (Te wāhanga):	Customer Experience & Analytics
Grade (Te taumata):	M1
Last Review Date (Te rā):	July 2022

Overview – NZQA’s Role (Te tirohanga whānui – Ngā mahi a NZQA)

NZQA ensures that New Zealand qualifications are valued as credible and robust both nationally and internationally.

“Qualify for the future world” describes the focus of our work.

We are accountable for managing the New Zealand Qualifications Framework, administering the secondary school assessment system, independent quality assurance of non-university education providers, qualifications recognition and standard setting for some specified unit standards.

NZQA is a Te Reo Māori learning organisation.

More information can be found on our website at www.nzqa.govt.nz.

Public Service (Te ratonga tūmatanui)

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata puta noa i Aotearoa i āiane, ā, hei ngā rā hoki kei tua. He kawenga tino whaitake tā mātou hei tautoko i te Karauna me āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, ka arahina ā mātou mahi e ngā mātāpono, ngā tukanga me ngā tikanga matua o te ratonga tūmatanui.

Mō ētahi atu whakamārama, tirohia te paehono nei <https://www.publicservice.govt.nz/about-us>

Being in the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at <https://www.publicservice.govt.nz/about-us>.

Business Unit Overview (Te tirohanga whānui ā-tari)

The primary responsibilities of the Customer Experience & Analytics (CE&A) team are integration and coordination of the customer lifecycle across the organisation, and the development of a strategic and operational performance management framework that leads to a high-performing organisation. The team also has responsibilities for portfolio management, risk and information management and leads and/or influences engagement with our NZQA’s customers and stakeholders to co-create enhanced customer experiences.

Purpose of Position (He whakamārama)

The Change Manager will prepare the organisation for NZQA's Customer Experience Improvement Programme (CxIP). The Programme is aimed to transform NZQA's website and logged-in services. This is a key role for someone to actively manage stakeholder expectations and maintaining timeliness in delivering change management work and advice.

Working Relationships (Te hononga tāngata)

Responsible to: Agile Delivery Manager, Customer Experience Improvement Programme

Functional relationships:

Internal:

- CxIP Scrum team
- Managers and staff in all divisions
- Information Systems team
- CE&A team
- Communications team

External:

- Tertiary Education Commission
- Ministry of Education
- Other Education sector agencies
- Design agencies and other vendors

Key Accountabilities (Ngā haepapa matua)

Change Management Leadership

- Integrates change management methodologies into work practice to help manage the impact of change on the business and external stakeholders.
- Ensures programme work is supported by robust and clear communication strategies and activities, and provision of training where required.
- Drives the design and implementation of change plans to support programme objectives.
- Leads the design, development and implementation of change-orientated research and innovation initiatives

Developing the Future Operating Model

- Responsible for the Future Operating Model of one or more NZQA Business Units.
- Working with (one or more) affected Business Units to continually develop and refine Future Operating Model.
- Working with Business Unit Manager(s) to model future resourcing requirements and ensure, where possible, they are accommodated within the Programme budget parameters.
- Ensuring alignment of the Future Operating Model with NZQA desired strategic outcomes.
- Identify risk, issues, constraints and dependencies which might affect the future implementation of the Future Operating Model.

Preparing the Business for Change

- Preparing the affected business areas for the transition to new ways of working: facilitating the implementation of new business processes.
- Monitoring business stability and ongoing capability to cope with the level of changes. This will include acceptable levels of performance variation (deterioration) whilst the change is embedded.

- Optimising the timing of the completed project deliverables into business operations.
- Establish the strategy around change management and implementation that deals with business change associated with the new IT system.
- Implement the strategy and training plan to ensure it meets the project objectives.

Change Implementation

- Planning and managing delivery of business specific change within the programme.
- Identifying and profiling benefits and outcomes required of the programme.
- Managing the development and implementation of business-specific benefit management plan.
- Managing the implementation of change and realisation of change benefits within specific business teams.
- Defining the performance metrics through which the success of the change will be measured.

Providing Expert Advice and Guidance

- Advising the Business Owner at key points to allow decision on progress, ensuring that business stability is maintained during the transition and the changes are effectively integrated into the business.
- Providing professional and expert business-specific advice to Managers, Programme and Project Managers.
- Working with programme and project managers (and other project staff) to identify change-initiative communications and actions; work closely with them during the development of change management plans and change readiness assessments; and assist in other actions related to the embedding of change.
- Identifying programme change initiatives and clear articulation of how they impact internal and external stakeholders.
- Risk assessments on the delivery of change the programme will deliver.
- Providing regular progress reports to the Project Manager, detailing key risks, achievements, and high-level decision requirements.
- Identifying and assessing risks and issues and developing appropriate mitigation strategies in relation to business change management activities.

Relationship Management

- Building effective relationships with programme and project managers, the business and stakeholders.
- Actively managing stakeholder expectations and maintaining timeliness in delivering change management work and advice.
- Demonstrating effective communications that improve employee awareness of change.
- Manage relationships with other key stakeholders and using informal as well as formal channels and influence to ensure that progress is maintained and issues are resolved.
- Developing and managing relationships with external vendors and suppliers and their employees where they are a part of the change process.

NZQA Priorities (Ngā whāinga nui o NZQA)

The following areas are priorities for NZQA. Support and guidance will be provided to ensure these priorities are able to be met by all staff.

Health, Safety & Wellbeing

- Ensuring that all work is carried out in a safe and responsible manner that does not compromise the health and safety of self or others in the workplace.

- Complying with policies, procedures and directives issued by NZQA on health and safety matters.

Privacy & Security

- Acting in accordance with privacy and security policies and procedures.
- Maintaining the strictest confidentiality when dealing with any personal or sensitive information.
- Ensuring documents containing personal information are always kept secure.
- Maintaining a 'clear desk' in accordance with policy.

Knowledge / Records Management

- Working collaboratively and creating a learning environment by ensuring all business documents and information are made accessible for staff to use
- Ensuring that all business records, created and received, are maintained and disposed of according to the requirements of the NZQA information and records management policy, guides and processes.

Person Specification (Ngā pūmanawa tāngata)

Knowledge, Skills and Experience (including Technical Competencies)

Essential:

- Minimum five years' previous experience in a change management or stakeholder engagement orientated role.
- Strong written and oral communications skills, particularly writing reports and papers for senior management teams and/or Boards.
- Experience advising Senior Management on the impacts of change.
- Experience advising and liaising with stakeholder representatives at all levels of business.
- Ability to lead the preparation of detailed research, evaluation and engagement/communications strategies, and external publications.

Desirable:

- Business continuity management.
- Experience working within a programme or project structure.

Qualifications

- A qualification at Level 6 of the New Zealand Qualification Framework, or equivalent experience.
- Accreditation on project, programme or change management (such as Prosci) would be beneficial.

Other Requirements (Ngā herenga atu o te tūranga mahi)

In line with NZQA's COVID-19 Vaccination Policy, the position holder is expected to have received a full course of doses of an approved COVID-19 vaccine, including any boosters.

Development Competencies (Te whanake pūkenga)

NZQA has the following Core Competencies for the purpose of development planning:

Client responsiveness - Honouring NZQA's commitments to all external and internal clients by providing helpful, courteous, accessible, responsive and knowledgeable service.

Collaboration - Working collaboratively with others, sharing information and networking to achieve common goals and positive outcomes.

Communication - Listening and communicating with others in an effective manner.

Continuous learning - Identifying and addressing personal development needs to enhance individual and organisational performance; learning through self reflection on success and failures.

Decision-making - Making good decisions and solving problems involving varied levels of complexity, ambiguity and risk.

Engaging with Māori - Engages effectively with Māori, underpinned by NZQA's values, and applies an understanding of Te Ao Māori that is relevant to the context of our business.

Valuing diversity - Helping create an inclusive work environment that embraces and appreciates diversity.

Work practice - Focusing personal efforts in an organised way to achieve results consistent with NZQA's objectives, seizing opportunities that arise, and maintaining effectiveness in a variety of situations.

Job Description Scope of Duties (Ngā mahi whāiti o te tūranga mahi)

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the job description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.