

POSITION DESCRIPTION

Position Title:	Change Manager – Project PeopleConnect
Business Unit/Department:	People & Culture Operations and Workforce Systems
Division:	People, Culture & Communications Directorate
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 5 – Level 1 to Level 5 (HS5 to HS33)
Reports To:	Senior Manager - Workforce Systems & Projects
Direct Reports:	TBC
Date Prepared/Updated:	18 May 2026

Position Purpose

Western Health is on an ambitious journey to continually enhance our employee experience. With the successful go-live of PeopleHub and TalentHub (SAP SuccessFactors), Project PeopleConnect (PC) has delivered the organisation's first fully integrated Human Resources Information System (HRIS).

The next phase of Project PeopleConnect includes the introduction of two new HR Platforms:

- 1. HR Service Management (HRSM)** will provide a centralised, digital platform for employees and managers to access HR support, policies, knowledge articles, and service requests. By introducing standardised workflows and case management, HRSM will improve transparency, reduce manual effort, and enhance the responsiveness and consistency of People & Culture services.
- 2. RosterHub**, which will introduce RLDatix Optima, a cloud-based rostering, time and attendance solution, and the award interpretation engine supporting SAP Payroll. Delivered in partnership with the Royal Melbourne Hospital and the Royal Women's Hospital, RosterHub will strengthen rostering practices, improve accuracy, and significantly reduce manual effort for employees, managers, and Payroll Services.

The Change Manager - Project PeopleConnect is responsible for the change management, communications and training activities. The position will engage and collaborate with stakeholders to develop effective project communications and assist employees, managers and internal People & Culture team to be aware timelines, milestones and changes that impact their work. Working with the project manager the position will support the development of executive reporting for the steering committee and executive committee. Change management is an important component of this project, as such the position will have a strong ability to develop interpersonal relationships with working group and lead the transition of People and Culture administrative tasks to the new HRIS. You will become a trusted partner and culture champion for PeopleHub. Project PeopleConnect is a once in a generation shift in the way Western Health operates, how we communicate this to our workforce will determine the success of the project implementation.

Our Vision

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Business Unit Overview
People and Culture provide advice and employment related services across Western Health. Operational People and Culture management within Western Health is primarily the responsibility of line management and the role of People and Culture function is to support them to effectively perform this role. The People and Culture function comprise the main functional areas of People and Culture, Employee Relations, Recruitment Services and Workforce Planning and Development. The teams aim to work in an integrated way to support a high standard of People and Culture management practice within Western Health that aligns with the organisation's core values.
Key Responsibilities
- Lead Change Management activities for Project PeopleConnect including: - Lead Change Strategy and Analysis aligned to PROSCI/ADKAR or equivalent framework - Lead Communications Strategy and Planning - Lead Project Stakeholder Engagement, including workshops, briefings and feedback mechanisms - Lead Training Strategy and Planning, undertaking needs analysis and coordinate training delivery - Develop and manage the communication plan for all project related communications, with the Project Manager, sets the narrative for Project PeopleConnect, ensuring that all communications, documentation and training materials align to the strategic direction of Western Health - Conduct change impact analyses, assess change readiness and identify key stakeholders, develop CIS (Change Impact Statement) in consultation with the People and Culture Business Partnering team - Influence and manage stakeholder relationships with key functional leaders across Western to support the change management activities across a multi-site, broad and diverse workforce - Develop a network of PeopleConnect champions to raised awareness and organisational capability - Develop change management plan to ensure project dependencies across PeopleConnect Program and BAU are captured, risks are mitigated and communicated back through the project working group and steering committee - Run change impact workshops for our functional leaders and operational managers to help build their change and leadership capability - Align change activities to the HR service delivery operating model changes - Assist the People and Culture team with anticipated organisational, technology and process changes - Partner with the vendor and implementation partner to understand the system capabilities and processes to ensure they are effectively communicated - Assists the Project Manager in the development of Executive and Steering committee reporting - Support go-live activities including cutover communications and hypercare engagement - Understands Western's interests and business requirements are met to enable seamless continuation of operations across, rostering, payroll and HR processes. - Acts as a PeopleConnect Program champion - Other duties as directed by manager In addition to the key responsibilities specific to your role, you are required to deliver on the Key Organisational Accountabilities which are aligned with the Western Health strategic aims.
Key Working Relationships
Internal: - People & Culture Team - Western Health Employees - Functional SMEs - Project Stakeholder – DTS/Digital Health, Performance Unit, NMWU, MWU, HSS

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- Steering Committee and Working Group

External:

- Melbourne Precinct – Royal Melbourne Hospital and Royal Women's Hospital
- Allocate
- PeopleHub Implementation Partner
- SAP Australia
- Tambla

Key Selection Criteria

Essential:

To be successful for this role, you will need to demonstrate:

- Demonstrated experience developing comprehensive change strategy and plan through to implementation using ADKAR or similar methodology on ERP/Rostering or Digital Project (e.g. SAP SuccessFactors or equivalent)
- Demonstrated experience developing Communication Strategy focussed on internal communications and training
- Demonstrable experience influencing stakeholders in large, multi-site and complex workforce
- Experience conducting change impact assessments and stakeholder analysis
- Strong written and verbal communication skills with experience designing stakeholder communications

Desirable:

- PROSCI Certification or equivalent
- Experience with HR service delivery transformations or rostering system implementations
- Knowledge of instructional design principles and adult learning theory
- Familiarity with Australian industrial relations context and EA-covered workforces
- Additional Project Management Capabilities
- Health or Public Sector Experience

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

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General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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