

POSITION DESCRIPTION

Systems Change Coordinator

Date:	22 October 2024	Line Manager:	Head of Enterprise IT
Title:	Systems Change Coordinator	Direct Reports:	Nil
Team:	Enterprise IT	Status of Position:	Permanent Full Time
Location:	Sydney NSW	Date Reviewed:	17 December 2024

1 Position Summary

Reporting to the Senior Manager - Enterprise IT, the System Change Coordinator is a pivotal role in supporting change management for technology adoption at Squadron Energy.

This includes supporting the design, development, and implementation of change management processes and tools that ensure effective adoption and integration of changes across systems, processes, people, and culture. The role includes the day-to-day coordination of communication and change requests and plans, and the ongoing engagement and collaboration with project leads and subject matter experts to ensure smooth change implementation throughout the organisation

1.1 Key Responsibilities

- Develop and implement change management strategies and plans that maximise employee adoption and minimise resistance.
- Identify and analyse challenges to change and adoption, prepare and implement risk mitigation tactics.
- Conduct impact analysis, assess change readiness and identify key stakeholders.
- Create and support the design, development, delivery, and management of communications.
- Develop and support the delivery of training and adoption programs.
- Create and support the design, development, delivery, and management of change management plans.
- Monitor and evaluate change progress and effectiveness.
- Develop and maintain change management tools and templates.
- Develop and maintain change management knowledge base.
- Facilitate change management activities and processes.
- Provide coaching and guidance to project teams and other stakeholders supporting in resolving issues, mitigating risks, and adapting to changes as needed.
- Drive continuous improvement through training, adoption strategies, and planning to enhance system efficiency and reduce errors.

1.2 General Responsibilities

Health, safety, and environment	Comply with all workplace health, safety and environmental obligations and report any incidents, hazards and accidents to the safety and environment team.
Administration	Ensure all documentation is stored and recorded on the Squadron Energy document management system.
Reporting	Ensure that issues and risks are escalated/reported to management in a timely manner.
Financial	Adhere to Squadron Energy and project procedures for purchasing and expenditure in compliance with approved budgets.
Stakeholders	Maintain a professional relationship with all project Stakeholders.
Company	Ensure that all work is carried out in accordance with Squadron Energy's employee policies and standards.

2 Skills and experience

2.1 Experience and knowledge

- Minimum 3-years' experience in coordinating technology change, and driving system adoption in mid to large organisations.
- Experience with operating Digital Adoption Platforms such as WalkMe.
- Excellent understanding of the change process.
- Proven ability to develop and implement change management plans.

2.2 Skills

- Strong analytical skills and attention to detail.
- Quick to adapt and excel in learning new technologies, leveraging them effectively to implement training and adoption opportunities.
- Exceptional development of clear and engaging communications.
- Critical thinking and problem-solving skills essential.
- Ability to work cooperatively and collaboratively with executive team, managers, and employees.
- Advanced PowerPoint and Excel skills.
- High level organisation and time management skills.
- Proficient with project and change management tools.

2.3 Qualifications / Tickets / Other

- Tertiary qualifications or equivalent experience in technology change management.

3 Core behavioural responsibilities for all employees

Our values drive everything we do and underpin the culture we seek to create. Integration of our ten core values into our employment practices and frameworks allows Squadron Energy to recognise and respect individual employees for their personal contributions to their roles, their colleagues, our company and stakeholders.

Humility	Courage and Determination	Empowerment	Enthusiasm
Family	Frugality	Generating Ideas	Integrity
Safety	Stretch Targets		

4 Competencies and Traits

The SQE Competency Framework is mapped to define the key competencies as they apply to each level of leadership within the business. This helps employees and managers understand the progression in competence level required to succeed at, and progress through various levels across SQE.

The competencies and traits for the level of your position can be found here ([link](#)).

Squadron Energy is an EEO employer and we value diversity within our company.