

Senior Change Analyst

Department for Child Protection

*Nurturing happy, healthy kids so they
can grow up safe and reach their full potential.*

CLASSIFICATION:	AS06	DIRECTORATE:	ICT
REPORTS TO:	Change Lead	BUSINESS UNIT:	Projects and Change
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Senior Change Analyst is responsible for planning, executing, responding and reinforcing change management activities that support projects within a complex and evolving environment. This includes driving stakeholder engagement and adoption for projects in a complex environment. The role is responsible for developing, planning, delivering, and reporting on change management activities, resources and advice to meet diverse ICT project needs. Working collaboratively with cross-functional teams across ICT and DCP to develop and executive change management to ensure the successful implementation and utilisation of projects. The Senior Change Analyst will play a key role in shaping streamlined solutions that improve processes and deliver meaningful benefits for the organisation and children and young people.

YOU WILL BE ADDING VALUE BY:

1. Develop and implement a responsive change management plan that maximise adoption and minimise resistance.
2. Identify key stakeholders and build strong relationships to gain buy-in and support for proposed changes.
3. Conduct impact assessments to evaluate the potential effects of changes on various stakeholders, processes and systems to ensure successful adoption of ICT projects.
4. Develop communication and engagement plans to ensure timely and transparent communication of changes to all those that are impacted by the change.
5. Proactively identify and manage resistance to change through targeted approaches and engagement strategies for different stakeholder groups.
6. Develop effective training plans that align to project goals and objectives to promote the effective utilisation of current and emerging systems that supports both business requirements and the diverse training needs of participants across DCP and other government and non-government agencies.
7. Collaborate with teams to design and facilitate the expert delivery of flexible and engaging training experiences dedicated to ICT projects that equip people at all levels with the skills and knowledge needed to adapt to changes and align to best practice.
8. Develop materials and resources that meet DCP business training, staff capability needs and support change projects.
9. Establish metrics to evaluate and monitor the effectiveness of change projects and training to make data-driven recommendations for improvement to effectively meet individual, team and organisational change and training.
10. Undertaking any other duties and responsibilities as considered reasonable.
11. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards and injuries in accordance with DPC policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.

WHO YOU WILL WORK WITH:

- ICT Change Lead (direct line manager)
- Senior Manager, Projects and Change
- Chief Information Officer
- Management and staff within the ICT directorate and across DCP
- Other Government Organisations

QUALIFICATIONS:

Essential: Nil

Desirable: Change management qualification (i.e. PROSCI, Kotter, ADKAR)
Certificate IV in Training and Assessment

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YOUR CAPABILITIES:

- Demonstrated experience in applying change management frameworks and methodologies, and associated tools and techniques within a complex change environment.
- Demonstrated experience in developing, delivering and evaluating effective training, particularly in a large, complex decentralised organisation.
- Proven experience in preparing a range of complex and comprehensive documents including recommendations, reports, proposals, and correspondence and undertaking research and critical analysis to support decision making.
- Highly developed interpersonal, written and verbal communication skills to consult and liaise collaboratively with staff and stakeholders, at all levels and from diverse backgrounds, and identify and resolve conflict.
- Proven high level ability to work under broad direction, to identify priorities and develop schedules within the framework of corporate objectives, provide sound advice and guidance and effectively manage competing demands and expectations in a dynamic change environment.
- Demonstrated knowledge of contemporary training techniques and processes, methods and practices for the design, development, delivery, and coordination of training programs for a range of staff and knowledge of related government policy and departmental procedures.
- Demonstrate knowledge and commitment to promoting and creating a safe and inclusive work environment.

OUR COLLECTIVE RESPONSIBILITIES	SPECIAL CONDITIONS
• Maintain accurate and complete records in accordance with the State Records Act 1997 and departmental policies, procedures and practice guidance. • Understand and follow the requirements of confidentiality within the Children and Young People (Safety) Act 2017, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice. • Actively participate in performance development processes. • Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance. • Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure. • Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle. • Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace. • Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences. • Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the Public Sector Act 2009 and Work Health and Safety Act 2012.	• You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry. • You must be an Australian resident or provide evidence that you have a current work permit. • You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required. • You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.



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YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.



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SFIA BUSINESS AND PROFESSIONAL SKILLS PROFILE

The Senior Change Analyst will have the following personal and professional competencies. The below skills are derived from the ICT Skills Framework, based upon the Skills Framework for the Information Age (SFIA).

SFIA Business Skills: Ensure/Advise

Autonomy	• Works under general direction within a clear framework of accountability. • Exercises substantial personal responsibility and autonomy. • Uses substantial discretion in identifying and responding to complex issues and assignments as they relate to the deliverable/scope of work. • Escalates when issues fall outside their framework of accountability. • Plans, schedules and monitors work to meet given objectives and processes to time and quality targets.
Influence	• Influences customers, suppliers and partners at account level. • Makes decisions which influence the success of projects and team objectives. • May have some responsibility for the work of others and for the allocation of resources. • Engages with and contributes to the work of cross-functional teams to ensure that customers and user needs are being met throughout the deliverable/scope of work. • Facilitates collaboration between stakeholders who share common objectives. Participates in external activities related to own specialism.
Complexity	• Work includes a broad range of complex technical or professional activities, in a variety of contexts. • Investigates, defines and resolves complex issues. • Applies, facilitates and develops creative thinking concepts or finds innovative ways to approach a deliverable.
Business Skills	• Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, users/ customers, suppliers and partners. • Selects appropriately from, and assesses the impact of change to applicable standards, methods, tools, applications and processes relevant to own specialism. • Demonstrates an awareness of risk and takes an analytical approach to work. • Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools. • Contributes specialist expertise to requirements definition in support of proposals. • Shares knowledge and experience in own specialism to help others. • Learning and professional development - maintains an awareness of developing practices and their application and takes responsibility for driving own development. • Takes the initiative in identifying and negotiating their own and supporting team members' appropriate development opportunities. • Contributes to the development of others. Security, privacy and ethics — fully understands the importance and application to own work and the operation of the organisation. • Engages or works with specialists as necessary.



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Knowledge	- Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. - Has gained a thorough knowledge of the domain of the organisation. - Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and shares with others. - Rapidly absorbs and critically assesses new information and applies it effectively.
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Key SFIA Professional Skills

Change and Transformation	
Business situation analysis (BUSA) – Level 5	Investigating business situations to define recommendations for improvement action.
Feasibility Assessment (FEAS) – Level 4	Evaluating and describing business change options for financial, technical and business feasibility, and strategic alignment.
Organisational change management (CIPM) – Level 4	Planning, designing and implementing activities to transition the organisation and people to the required future state.
People and Skills	
Learning and development management (ETMG) – Level 4	Delivering management, advisory and administrative services to support the development of knowledge, skills and competencies.
Learning design and development (TMCR) – Level 4	Designing and developing resources to transfer knowledge, develop skills and change behaviours.
Learning delivery ETDL – Level 4	Transferring knowledge, developing skills and changing behaviours using a range of techniques, resources and media.
Relationship and Engagement	
Stakeholder Relationship Management (RLMT) – Level 4	Influencing stakeholder attitudes, decisions, and actions for mutual benefit.
CERTIFIED CORRECT: 10 February 2026	