



## Position Description

### Change Manager, Technology Services

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Reporting to:	Technology Projects Lead
Department:	Technology Services
Location:	Initially St Martha's, Leichhardt <i>75 Elizabeth St Sydney (first quarter 2027)</i>
Employment Status:	Part-Time (30 hours per week) Maximum Term Contract to November 2027
Modern Award Coverage and Classification:	Award-free

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The Position:	<p>The Change Manager is responsible for planning, coordinating, and delivering structured change management activities across technology-enabled and organisational change initiatives at the Catholic Archdiocese of Sydney. This is a maximum term contract role, backfilling an existing change management capability within Technology Services.</p> <p>The primary focus of the role is the CRM and Data Analytics initiative, a major organisational project requiring structured change planning, stakeholder engagement, and adoption support across the project lifecycle. The remaining capacity supports other organisational change initiatives as directed.</p> <p>The Change Manager works closely with project delivery, service delivery, training, and People &amp; Culture to ensure change activities are coordinated, practical, and focused on sustained adoption.</p>
Responsibilities:	<p>The Change Manager is accountable for:</p> <ul style="list-style-type: none"><li>• Leading change management planning and execution for the CRM and Data Analytics initiative, including stakeholder analysis, change impact assessment, communications, and adoption planning across the project lifecycle.</li><li>• Supporting other organisational change initiatives as directed, applying structured change management methodologies to drive adoption, readiness, and sustained outcomes.</li><li>• Developing and maintaining change impact assessments, stakeholder analyses, and integrated change plans.</li><li>• Preparing &amp; coordinating communications, engagement, and readiness activities aligned to delivery milestones.</li><li>• Assisting with preparing project governance presentations as required</li><li>• Working closely with the Technology Trainer to plan and deliver training that supports technical and organisational change.</li><li>• Partnering with Business Analysts and Project Managers to embed change management activities into delivery plans.</li></ul>

- Supporting leaders and managers to understand and fulfil their roles in leading change.
- Monitoring, managing, and reporting on change readiness, adoption risks, and mitigation strategies.
- Maintaining consistent change management standards, tools, and practices across the organisation.
- Contributing to improving change management practices, collateral, templates and frameworks
- Performing other duties as directed.

Inter-relationships: The Change Manager will engage with a variety of internal and external groups, primarily including:

- **Technology Projects Lead:** Receive day-to-day direction and planning integration. Report on change progress and escalate adoption risks
- **Director of People & Culture:** Coordinate on people impacts, workforce readiness, and alignment with broader organisational change and HR practices.
- **Project management resources:** Integrate change management activities into project plans and delivery schedules.
- **Business Analyst(s):** Align change impacts and readiness planning with requirements and solution design.
- **Technology Trainer:** Coordinate training design and delivery to support effective adoption.
- **Service Delivery Manager:** Align change execution with service readiness and operational stability.
- **Chancery staff, Parishes, and agencies:** Engage stakeholders to support understanding, readiness, and adoption of change.

Qualifications and Experience:

The ideal Change Manager will have:

- Formal certification in the field of organisational change management (e.g. Prosci Change Practitioner).
- Demonstrated experience delivering structured change management for organisational and technology-enabled change initiatives.
- Strong understanding of recognised change management methodologies and practices.
- Experience working across both technology delivery and people-focused functions.
- Proven ability to assess change impacts and develop practical, outcome-focused mitigation strategies.
- Strong written and verbal communication skills, including preparation of stakeholder-facing materials.
- Experience working in complex, multi-stakeholder environments.

- Experience in not-for-profit, education, or values-based organisations will be highly regarded.
- Demonstrated commitment to the ethos and values of the Catholic Church.

Attributes: The Change Manager will demonstrate:

- Ability to Champion Change using structured techniques and disciplines
- Strong interpersonal skills and the ability to influence without formal authority.
- Practical judgement and a focus on adoption and outcomes over process.
- Resilience and calmness in periods of organisational change and uncertainty.
- Willingness to assist colleagues with project related activities such as testing, analysis and artifact creation as required
- A collaborative working style across technology, service, and people functions.
- High levels of integrity, professionalism, and discretion.
- A commitment to complying with the Archdiocese's standards, policies, obligations and initiatives, particularly in relation to performance, conduct, safety, safeguarding, and modern slavery risk management.

Performance Management: The performance of the Change Manager will be assessed on a regular basis having regard to:

- The effectiveness of change planning and execution across organisational and technology initiatives.
- The delivery of change management outcomes for the CAS CRM project, including stakeholder readiness, user adoption, and transition to business-as-usual.
- Evidence of stakeholder readiness, adoption, and sustained change outcomes.
- The quality, clarity, and usefulness of change management artefacts and plans.
- The effectiveness of coordination with training, project, service delivery, and People & Culture functions.
- The identification and mitigation of adoption risks impacting delivery and organisational outcomes.

*The Archdiocese is wholly committed to ensuring the safety, well-being and dignity of all children and adults at risk, and acknowledges its important legal, moral and spiritual responsibility to create a safe and nurturing environment for those children and adults at risk. The Archdiocese has a zero-tolerance approach to child abuse. Staff are encouraged to read the [Archdiocese Commitment Statement and Safeguarding Policy](#)*

*Additionally, the Archdiocese is committed to continuous improvement to assess and address the risk of modern slavery in its operations and supply chains and to report annually on these actions in the form of a Modern Slavery Statement.*