

## HEALTH AND DISABILITY COMMISSIONER

### POSITION DESCRIPTION

**POSITION:** HDC 2024 Strategic Programme Change Lead

**DEPARTMENT:** Strategy

**REPORTS TO:** Deputy Commissioner

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#### **Ko wai tātou | Who we are**

Under the Health and Disability Commissioner Act 1994 (the Act), the Health and Disability Commissioner is required to promote and protect the health and disability services consumers' rights and facilitate the fair and efficient resolution of complaints relating to infringement of those rights.

#### **Mō tēnei tūranga mahi | About this role**

HDC 2024 is a significant strategic programme of work that, over the next three years, will enable the Commissioner to achieve the organisational vision.

The Change Lead will work closely with the Commissioner and Deputy Commissioners, divisional managers, team leaders, and relevant staff, and is accountable for the delivery of a suite of change initiatives across the business.

The role has a specific focus to:

- Work alongside the Governance Group to identify and assess the impact of proposed change, and to advise on the appropriate course of action to ensure business engagement and change readiness
- Work with the Project leads to ensure all change activity realises the expected business benefits
- Ensure there is timely communications between the programme and the wider business (BAU) to support strong engagement and buy-in to the change
- To work collaboratively with key internal and external stakeholders using appropriate influence to deliver on the programme objectives

## He aha tāu e mahi ana | What you'll be doing

Accountabilities	Deliverables
Change Management	<ul style="list-style-type: none"> <li>• Lead the delivery of all approved projects / initiatives in the HDC 2024 strategic programme until December 2024</li> <li>• Ensure impact and risk assessments are incorporated into specific project plans taking into account the people, process, policy and technology implementation so that impacts are integrated and understood</li> <li>• Support the Governance Group through appropriate programme diagnostic and monitoring activities to report against key milestones, highlighting strategic risks and proposed actions; including change readiness within the business</li> <li>• Lead the change 'community of practice' across the programme, endorsing the principles of change management by providing mentoring for project leads and other key stakeholders to build the knowledge base for HDC</li> <li>• Lead the change management practice by working alongside the Project Leads to ensure relevant monitoring of project schedules against core metrics is in place so projects deliver on time and to budget</li> <li>• Work closely with the Human Resources team to ensure that HR processes and systems are current and align to the strategy and all HR components of the work programme are managed in a mana enhancing way.</li> <li>• Work closely with the Comms team to ensure there are opportunities for early engagement that support a business-wide shift to new ways of working</li> <li>• Work closely with key internal stakeholders to ensure the necessary behavioural changes are enabled; including provision of consistent messaging and ongoing change communications updates to share with staff.</li> </ul>
Programme management	<ul style="list-style-type: none"> <li>• Support the use of an agreed programme methodology, suitable for the scale and size of the change being implemented.</li> <li>• Develop programme and project artefacts (e.g. assessment tools, plans and reports) as required to support a consistent implementation of methodology</li> <li>• Actively engage with the Communications team to support appropriate change messaging for internal and external stakeholders</li> <li>• Ensure the delivery of strategic initiatives are transitioned seamlessly to the new business operating environment</li> </ul>

<p>Engage senior leaders and project leads</p>	<ul style="list-style-type: none"> <li>• Provide relevant coaching and support for senior leaders who act in the role of change sponsor. Work with relevant Project leads / teams in integrating change management, communications and engagement activities into project plans.</li> <li>• Have the ability to define and put in place appropriate metrics and measures, to monitor change progress that the business can own.</li> <li>• Guide the contribution from other stakeholders in programme initiatives in ways that support the delivery of change management activities.</li> <li>• Work with Sponsors and Project Leads to proactively undertake impact and change readiness analyses. Recommend and implement appropriate change management strategies to address identified impacts by stakeholder group.</li> </ul>
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**Ko ngā mea ka hiahiatia e koe kia angitū te haere | What you'll need to be successful:**

**The ideal candidate will have:**

- Significant experience in leading, managing and advising on complex change programmes (preferably in the public sector)
- Evidence of working at a senior level and sound understanding of the challenges in effecting change across a complex environment with a diverse group of stakeholders
- Demonstrated ability to see the "big picture" and understand the strategic context of changes being implemented
- Developed and implemented detailed change management plans including: generating leadership commitment, building momentum, communicating key messaging, understanding impact on HR, and measuring change
- Experience and knowledge of change management principles, methodologies, tools and frameworks to increase organisational performance
- Extensive experience in influencing and negotiating with others, in particular when not in a position of supervisory or hierarchical strength to move towards a common vision or goal – building and leveraging relationships across organisational and informal boundaries
- Exceptional ability to clearly articulate messages and change management outcomes, excellent active listening skills and the ability to specifically draw out and articulate how benefits will be realised (as a result of impacts being well addressed)
- Ability to establish and maintain strong relationships across a range of stakeholders impacted by the change initiatives

- Ability to work in fluid and ambiguous situations by being flexible and adaptable
- A natural inclination for planning by being organised, a problem solver
- Ability to work effectively at all levels in an organisation, displaying strong analytical thinking, strategic planning, leadership, business acumen and organisational skills
- Well-developed business acumen and understanding of organisational issues and challenges
- An understanding of the Treaty of Waitangi and HDC's responsibility as a Crown agency to work in partnership with Iwi Maori
- Ability to work inclusively with respect for the different values and needs of HDC's staff and Aotearoa's diverse communities.

**Desirable:**

- Knowledge of the health and disability sector
- Change-related qualifications/certification

**Te Aronga o te Ratonga Tūmatanui | Public Service Purpose**

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i 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, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

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.

The Health and Disability Commissioner welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities, and religions.

*Note: This position description, both in terms of actual responsibilities and focus, is subject to change over time, as the role and the organisation develop*