



MSF Sugar Pty Ltd is an integrated grower, processor, marketer and exporter of raw sugar. We are Australia's largest sugarcane farmer, second largest raw sugar exporter and third largest miller. MSF Sugar has a 124 year heritage in Australia and a future which centres on being an efficient, reliable, high quality supplier of sugar to international markets.

Business Change Manager
(Fixed Term – 12 Months)
Gordonvale QLD 4865

We have an exciting opportunity for an experienced and detail-oriented Business Change Manager to join our SAP Project team. This role will be engaged for a fixed term period of twelve months and be based at MSF Sugar's head office located at Mulgrave Mill in Gordonvale approximately 20km south of Cairns.

Reporting to the Chief Information Officer, you will focus on the people aspect of change including changes to business processes, systems and technology. Working with the business you will lift capability and create actionable deliverables across communications, coaching, training, business impact analysis and assess change and readiness in consultation with project stakeholders, in order to drive tangible and non-tangible business outcomes for the project. Previous experience as a Change Manager/Lead managing large scale programs within a large organisation and a working knowledge of change management methodologies and tools is essential for the role.

The ideal candidate is someone that will be required to demonstrate strong stakeholder engagement, negotiation, influencing and communication skills to establish and maintain professional relationships to support and benefit the project. You will have the ability to work at pace, while also being capable of both taking direction and working well independently. You're also an excellent communicator with the ability to engage and build rapport at all levels. You will play a lead role on this business transformation project as an internal advisor and business partner.

Skills, Abilities and Experience required:

- Certification in change management standard and/or degree qualified in appropriate related disciplines.
- Significant experience in developing and delivering end to end change management activities, including strategy, planning, and supporting implementation activities for large business transformation initiatives;
- Experience working on ERP related initiatives (experience on SAP implementations in similar capacity highly desirable);
- Demonstrated application of change management principles, methodologies and tools (e.g. Prosci, Lean, Kotter, Human Synergistic, ADKAR, Agile, etc.)
- A hands-on and detail-focused approach to planning and facilitating change planning; including stakeholder identification, business impact analysis, communication and change event planning and delivery;
- Strong stakeholder relationship management skills to support effective business change, including the ability to foresee issues or hurdles in transformation and influence and mentor key stakeholders into an effective delivery team;
- Proven ability to clearly articulate messages to a variety of audiences, including developing and executing communication plans

MSF Sugar offers a supportive and positive team environment. This is an exciting opportunity to be part of a major player in Australian agribusiness.



Applicants may be required to undergo pre-employment medical and drug and alcohol testing.

Further information can be found on our website or by contacting:

Cynthia Crane – Chief Information Officer

Phone: 07 4043 3303

Email: cynthiacrane@msfsugar.com.au

To apply, click 'Apply for this job' via SEEK.

Applications close on **Wednesday, 1st May 2019**.

POSITION DESCRIPTION



POSITION TITLE:	Business Change Manager (Fixed Term – 12 Months)
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POSITION AUTHORISATION:

INCUMBENT:	 (Signature) (Date)
PREPARED BY:	Cynthia Crane Chief Information Officer (Signature)	14 Apr, 2019 (Date)
APPROVED BY:	Jason Hajinakitas GM Operational Excellence (Signature)	14 Apr, 2019 (Date)

POSITION DEMOGRAPHICS:

Reports Directly to:	Chief Information Officer
Reports Indirectly to:	Chief Information Officer through to GM Operational Excellence
Subordinates:	N/A
Team membership:	IT Services
Work Site:	MSF Sugar Corporate Office – primarily based at Mulgrave Mill site, Gordonvale but will be required to travel to other sites at times.
Job Status:	Full time
Qualifications / Experience:	<ul style="list-style-type: none"> • Certification in change management standard and/or degree qualified in appropriate related disciplines. • Significant experience in developing and delivering end to end change management activities, including strategy, planning, and supporting implementation activities for large business transformation initiatives; • Experience working on ERP related initiatives (experience on SAP implementations in similar capacity highly desirable); • Demonstrated application of change management principles, methodologies and tools (e.g. Prosci, Lean, Kotter, Human Synergistic, ADKAR, Agile, etc.) • A hands-on and detail-focused approach to planning and facilitating change planning; including stakeholder identification, business impact analysis, communication and change event planning and

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	<p>delivery;</p> <ul style="list-style-type: none"> • Strong stakeholder relationship management skills to support effective business change, including the ability to foresee issues or hurdles in transformation and influence and mentor key stakeholders into an effective delivery team; • Proven ability to clearly articulate messages to a variety of audiences, including developing and executing communication plans
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POSITION PURPOSE:

The Business Change Manager will have the primary responsibility of creating and implementing change management strategies and plans that maximise employee adoption of change in relation to the SAP Project. The role will collaborate with project managers (internal and project partner) to support activities that increase benefit realisation, value creation and the achievement of project outcomes.

The role is to:

- Deliver end-to-end change management strategies and plans, including stakeholder analysis, change and communication management strategy and plan, impact assessments and readiness plans.
- Apply a structured change management approach and methodology in order to deliver and realise change outcomes.
- Champion the change management approach to build and embed effective change management capability within the business.
- Provide coaching and support to project sponsors, project team members and business leaders to help educate and build capability in the adoption and usage of sound change management practices within the SAP Project to support employees' transition to new ways of working and minimise negative reactions to change.
- Initiate, influence and maintain effective relationships with and between key internal and external stakeholders to proactively manage needs, expectations, mitigate risks and complex issues to support change.
- Facilitate and document the baseline measures and metrics for benefits realisation that are able to be monitored throughout the project lifecycle and post implementation.
- Work closely with the project management team to identify, plan and manage training.
- Encourage strong and supportive ownership, leadership and sponsorship through the use of effective communication channels to promote the successful adoption of change within the business.
- Delivery of specific tasks within each project stage to address the change required for managers and their team members to adapt to the new ways of working transformation will introduce.
- Undertake other duties as directed from time to time by the Chief Information Officer.

AUTHORITY TO ACT

Compliance:

- Refer individual performance plan for all key performance indicators.

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Strategic Decisions:

- Provide input to and advice on delivery of strategic and operational goals and outcomes for the SAP Project.

Budget

- No delegated financial authority

KEY RELATIONSHIPS (Internal & External)

The key relationships will be with the following:

- Line Management, Supervisor
- Peers
- Business Stakeholders

KEY RESULT AREAS / JOB DESCRIPTION:

Areas	Elements
Change Strategies, Process and Planning	<ul style="list-style-type: none"> • Create a strategy to support adoption of the changes management techniques within the organisation. • Develop change management plans for the change initiative that acknowledges the different aspects of the change process – analysis, planning, implementation, communication and other associated change considerations. • Develop change management processes and tools to support understanding of change management principles. • Prepare impact analyses and evaluation of the actual impact of changes, Identify, analyse and prepare risk mitigation tactics, and identify and manage anticipated resistance to change. • Aid in the assessment of business change readiness. • Work with the HR and Business Leads to support organisational design and definition of roles and responsibilities where there is change impact.
Communication Support	<ul style="list-style-type: none"> • Work collaboratively with the Project Management Team and Communications team to assist with the design, development, delivery and delivery of communications for the project. • Monitor and assess the effectiveness of the organisation’s Communication Strategy, reviewing in collaboration with the Project Management Team and streamlining the strategy/plan when needed.

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Areas	Elements
Benefits Realisation	<ul style="list-style-type: none"> Facilitate the identification and agreement of project success metrics. Work with the business to document baseline measurements (where possible) for these success metrics. Put in place monitoring of these success metrics to evaluate change progress during the project and post go-live. Track and report issues or roadblocks.
Education and Support	<ul style="list-style-type: none"> Support the design and delivery of employee education programs to achieve change management outcomes. Consult and coach project team members on change management. Identify opportunities and provide expertise to build resilience to change across the organisation. Consider and provide support to management to enact the culture change required as a result of change initiatives.
Project Planning	<ul style="list-style-type: none"> Work collaboratively with Project Management Team to integrate change management activities into project plans.
Documentation & Standards:	<ul style="list-style-type: none"> Apply a structured methodology to change management activities. Develop and maintain documentation to support all business change management activities.
Reporting:	<ul style="list-style-type: none"> Regular progress reports on activity to be submitted. Provide updates to project managers and project control groups when required.
Compliance:	<ul style="list-style-type: none"> Follow defined service quality standards, organisational policy and procedures relating to the work being undertaken in order to ensure high quality, safe, services and workplaces.
Personal Development:	<ul style="list-style-type: none"> Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.

GENERAL

This document outlines the unique characteristics of this position as a guide to role, scope and responsibilities of the position incumbent.

In addition to these responsibilities the incumbent is an employee of MSF Sugar and as such is accountable to the code of employee behaviour defined by the organisation's policies and procedures.

Furthermore the incumbent's role is not limited to the areas defined but subject to the organisation's needs, may be varied from time to time consistent with the incumbent's training and skills.

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Finally, this document, in defining the role scope and responsibilities of the position, serves primarily to make clear to the incumbent the areas of organisation activity for which the incumbent has sole or team member responsibility. Standards within which tasks are to be performed, performance is measured and targets are set for improvement will be covered under performance review and continuous improvement processes.

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