

Role Description

Role title:	Classification:
Project and Change Analyst	ASO6
Division/Business unit:	Reports to:
Disability and Specialised Services	Senior Program and Project Manager

Role purpose:
The Project and Change Analyst is a role within Disability and Specialised Services and is accountable to the Senior Program and Project Manager for: - Supporting the planning and delivery of strategic projects that contribute to the efficient and effective delivery of the Disability and Specialised Services Program of Work. - Undertaking the analysis, design and implementation of business and service improvements using data-driven insights and stakeholder engagement. - Developing and applying change management strategies that enable successful transitions to new processes, systems and ways of working.

Key outcomes and accountabilities:
- Manage projects, including the development of project plans, risk and issue registers, timelines, and status reports. - Identify service delivery challenges, policy or operational gaps, and opportunities for improvement through data-driven analysis and stakeholder insights. - Engage with a wide range of stakeholders including service users, frontline staff, and leadership to gather business intelligence and ensure solutions are well-informed and contextually relevant. - Contribute to the design, trial, and implementation of reforms, pilots, and initiatives across multidisciplinary teams and service environments. - Analyse and document current-state processes and design future-state models that improve efficiency, client experience, and service quality. - Develop and implement change management strategies, including stakeholder engagement, readiness assessments, communication planning, and training. - Facilitate stakeholder workshops, meetings, and forums to support effective collaboration and the successful delivery of project and change initiatives. <i>Note:</i> Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:
Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.

Key Relationships/Interactions:

- Senior Program and Project Manager (Line Manager)
- Executives, senior leaders and service delivery staff within Disability and Specialised Services
- Corporate staff across the Department
- External partners, service providers, and community stakeholders

Budget/Delegations:

No budget or delegation accountabilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Project Implementation** – Ability to plan, implement, monitor, and evaluate programs and projects in collaboration with diverse stakeholders.
2. **Business Analysis** – Demonstrated experience in business analysis, process mapping, and service design to support operational or policy improvement.
3. **Analytical Thinking** – Strong capability in both qualitative and quantitative analysis with the ability to synthesise complex information into actionable insights.
4. **Client-Centred Approach** – Sound understanding of person-centred service design and delivery in a human services context.
5. **Change Management** – Experience supporting individuals and teams through organisational change, using structured change frameworks and tools.
6. **Communication Skills** – Highly developed written and verbal communication skills, including the ability to prepare clear documentation, business cases, and policy briefs.
7. **Stakeholder Engagement** – Strong interpersonal skills with the ability to build and maintain productive relationships across a broad range of stakeholders.
8. **Process Improvement** – Demonstrated experience in identifying inefficiencies and redesigning business processes to improve service delivery and customer experience.

Qualifications:

Desirable: Formal training or certification in business analysis (e.g. BABOK, Lean Six Sigma, or equivalent); tertiary qualification in human services, public policy, social sciences, business, or a related field.

Key leadership competencies and expected behaviours at this classification:**Supports and implements strategic direction**

- ☒ Understands the big picture and contributes to the development of strategic direction for the BU.
- ☐ Assumes ownership of team goals and business objectives.
- ☒ Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- ☒ Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- ☐ Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- ☒ Delivers results and improvements to meet team objectives.
- ☐ Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- ☐ Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- ☒ Abides by the laws, regulations and policies determining team and individual role activities.
- ☒ Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- ☒ Monitors team/project performance and seeks feedback to guide improvements.
- ☒ Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- ☒ Adds value to the BU by setting, reaching and encouraging high performance standards.
- ☒ Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- ☐ Provides others with ongoing feedback and coaching for development.
- ☐ Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- ☒ Embeds a strong customer service ethos by understanding needs.
- ☐ Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

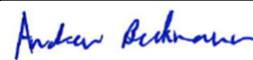
- ☒ Seeks to understand the perspectives of others and the implication in the wider public sector.
- ☒ Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- ☐ Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- ☒ Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- ☒ Engages in strategic relationships with internal and external stakeholders.
- ☒ Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

Exhibits personal drive and professionalism

- ☒ Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- ☒ Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- ☒ Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- ☒ Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- ☒ Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- ☒ Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

Approval:

Assessed by: Andrew Beckmann, HR Change Partner



Date: 25 August 2025

Approved by: Tim Baker, Chief Operating Officer



Date: 27 August 2025