

Position Description

Position Title	Business Change Project Manager
Position Number	30009731
Division	Innovation & Digital Services
Department	Loddon Mallee Shared Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 6
Classification Code	HS6
Reports to	Regional Chief Information Officer
Management Level	Tier 3 - Business Manager
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none">• National Police Record Check• Drivers Licence• Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

As the leading Loddon Mallee Health Service, Bendigo Health is the employing agency on behalf of the Loddon Mallee Shared Services Division.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

Loddon Mallee Shared Services (LMSS)

Loddon Mallee Shared Services provides ICT services to all health services currently within the Loddon Mallee network. The services LMSS provide can range from ICT helpdesk, implementation and management of approved applications to consolidating regional platforms with dedicated support teams.

As a self-funded initiative, the LMSS is governed by the Department of Health [rural-public-health-care-agencies-ict-alliance-policy.docx](#) as well as a Joint Venture Agreement between the health services.

The Project

The project will deliver four Success Factors modules; recruitment, onboarding, coreHR and payroll to all 13 health services within the Loddon Mallee under a “Big Bang” approach with a hybrid project methodology.

This project will follow the guideline of “configuration over customisation - look to adapt processes to align with software capability and not the other way around”.

The project will be delivered with consideration of people, process and technology to ensure successful delivery and end user experience. To this end, the project team structure will include two stream leads; Technical and Business Change.

The project is expected to commence in October 2025 with readiness activities being conducted internally until December 2025 and the project implementation commencing in February 2026, continuing until June 2027. This timeframe factors in contingency timeframes.

The Position

Reporting to the Project Director, this role works alongside the Technical Change Project Manager, external implementation partners and regional representatives within a project governance structure and will have the shared accountability for the successful delivery of the Loddon Mallee Success Factors Implementation to all 13 health services.

This role will require strong planning and people management skills, ability to collaborate on decision making and provide business change management advice and recommendations that will achieve outcomes to support minimal system changes yet achieve a suitable solution to the user groups within the region. You will be required to manage resources effectively providing clear communication, objective setting and direction to ensure quality and timely outcomes in line with the project deliverables.

Working with a suite of pre-defined project tools this role will be required to provide regular status updates specifically in relation to the business change aspects, however always cognisant of the need to interface with the technical change elements as you support the Project Director in achieving outcomes on behalf of the Project Control Group (PCG).

Responsibilities and Accountabilities

Key Responsibilities

- Develop and execute detailed project plans for the successful delivery of the business stream of the project
- Develop and execute plans to support the adoption of changes, including communication, training and resistance management

- Lead change activities and resources to assess the potential impact of the change across the Loddon Mallee Health Network, identifying key stakeholders and their requirements
- Lead resources effectively, managing work allocated and removing obstacles to ensure team productivity
- Effectively manage project resource estimation and maintenance of resource requirements through regular monthly forecasting activities
- Manage scope and deliverables aligned to the business change and overall successful implementation of change activities related to the project
- Effective tracking of key project milestones and streams of work, adjusting project plans and or resources to meet deliverables
- Contribute to the tracking, management and reporting on project financials, including budget, forecasts and actuals as they relate to business change activities
- Co-ordinating regular project team meetings to track risks, issues, actions and general progress on change activities
- Identification of risks and development of effective mitigation strategies. Effective management of all project controls including risks, issues, actions and decisions
- Effective and timely communication of project status to stakeholders and project leadership

Key Selection Criteria

Essential

1. Demonstrated professional experience in project management or change management, preferably in the delivery of Success Factors or a similar Platform where substantial process change has been implemented
2. Demonstrated team management and leadership skills with experience in managing and leading staff to promote a cohesive and effective team
3. Proven ability to manage a variety of tasks and appropriately delegate to team members, to ensure that the project is delivered successfully
4. Proven ability to apply knowledge or expertise to bring together diverse and sometimes conflicting information to solve complex problems
5. Analytical and problem-solving skills to assess change readiness and identify potential issues
6. Ability to work within a multi-stream project delivery model where regular consultation, negotiation and compromise will be required

Desirable

7. Qualification in change management or related field
8. Experience using Success Factors

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.

- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.