

Position Description

Position Title	Communication and Change Specialist
Position Number	30013446
Division	Digital Services
Department	Loddon Mallee Shared Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative Grade 5
Classification Code	HS5
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	- National Police Record Check - Immunisation Requirements

Bendigo Health (Lead Member of the Alliance)

Bendigo Health is the Lead Member and host of the LMSS, and employs all Alliance staff. Alliance staff adhere to all Bendigo Health policy, guidelines and process. As the Principal regional health service for the Loddon Mallee, Bendigo Health are committed to delivering safe, inclusive and high-quality care. Learn more: [Bendigo Health Website - About Bendigo Health](#)

Bendigo Health values the diverse backgrounds and cultures of staff and communities. As a proud child-safe organisation, they prioritise the safety, wellbeing and voice of all children and young people, and are dedicated to creating a culturally safe environment for Aboriginal and Torres Strait Islander peoples.

Bendigo Health's work is underpinned by the following values:

- PASSIONATE** – We bring our best to our patients, colleagues and community.
- ACCOUNTABLE** – We take responsibility and strive for continual improvement.
- CARING** – Compassion guides everything we do.
- TRUSTWORTHY** – We act with honesty, respect and integrity.

Loddon Mallee Shared Services (LMSS)

Loddon Mallee Shared Services (LMSS), established in 1988 as part of the Loddon Mallee Rural Health Alliance, is a regional ICT alliance operating under Victorian public health policy and governed by a Board of 13 health service CEOs, with staff employed by Bendigo Health.

Guided by the Loddon Mallee Digital Roadmap 2026-30 and aligned with the Department of Health's digital priorities, LMSS focuses on the shared vision of digital transformation together. LMSS delivers a wide range of ICT services—including network connectivity, cybersecurity, telephony, infrastructure management, and clinical applications—while also leading regional standards, policy, and strategic planning. Serving a geographically diverse region from Macedon Ranges to the remote Mallee, LMSS supports coordinated, region-wide healthcare delivery and advocates for rural ICT needs at state and national levels

The Position

The Communications and Change Specialist will play a critical role in supporting the successful implementation and adoption of SuccessFactors across 12 health services through a big bang deployment approach.

Working within an established program team that includes technical specialists and an experienced Change Lead, this role will focus on stakeholder engagement, communications, adoption, and business readiness activities. While change fundamentals, training, and cutover planning are already well underway, this position will provide dedicated support to ensure stakeholders remain informed, connected, heard, and engaged throughout the transformation journey.

The role requires a highly relationship-focused professional who enjoys proactively reaching out to stakeholders, maintaining strong communication networks, gathering feedback, and ensuring communications are tailored to diverse audiences. The successful candidate will develop a broad range of communication materials, including end-user communications, leadership messaging, executive updates, and CEO-led adoption communications that reinforce sponsorship and organisational readiness.

The position will also support business readiness activities and contribute to the development of operational handover materials to enable a smooth transition from project implementation to business-as-usual (BAU) operations.

Responsibilities and Accountabilities

Key Responsibilities

Develop and Deliver Strategic Communications

Develop, manage and execute communication activities that support the SuccessFactors implementation across all participating health services, ensuring messaging is timely, audience-focused, consistent and aligned with broader change and training activities.

Stakeholder Engagement and Relationship Management

Build and maintain strong relationships with key stakeholders across the health services and within the project team. Actively engage with business representatives, leaders, implementation leads and end users through regular check-ins, feedback sessions and communication touchpoints to ensure stakeholders remain informed, connected and supported throughout the program.

Create Communication and Engagement Materials

Design and produce a range of high-quality communication products, including newsletters, fact sheets, FAQs, presentations, intranet content, leadership packs, videos, announcements, talking points and adoption-focused materials tailored to different stakeholder groups.

Support Executive and CEO Sponsorship Communications

Partner with executive sponsors, CEOs and senior leaders to develop communications that reinforce leadership visibility, sponsorship and commitment to the program. Prepare key messages, speeches, presentations and communication packs that position leaders as visible champions of change.

Support Business Readiness Activities

Assist with the planning and delivery of non-technical business readiness activities, ensuring affected stakeholders understand upcoming changes, their responsibilities and key actions required to prepare for go-live and post-implementation adoption.

Facilitate Transition to Business-as-Usual

Support the development of BAU handover materials and communications, ensuring operational teams have the information, resources and communication plans required to sustain adoption and effectively support the new processes and system capabilities following program completion.

Key Selection Criteria

Essential

1. Demonstrated experience in communications and stakeholder engagement within large-scale organisational transformation programs.
2. Exceptional written and verbal communication skills, with proven ability to develop a wide range of communication materials for diverse audiences, including executives, leaders and frontline employees.
3. Strong stakeholder relationship management skills, with the confidence and initiative to proactively engage stakeholders, build trusted relationships, gather feedback and ensure concerns are understood and addressed.
4. Experience supporting change and business readiness activities within complex, multi-site or geographically dispersed organisations.
5. Ability to translate complex project information into clear, engaging and audience-appropriate communications that drive understanding and adoption.
6. Strong organisational skills with the ability to manage competing priorities, work autonomously and deliver high-quality outcomes within tight timeframes.

Desirable

7. Experience supporting SuccessFactors, HR/Payroll transformation or enterprise system implementation programs.
8. Knowledge of change management methodologies and frameworks such as Prosci, ADKAR or equivalent.
9. Experience working within the health, government or large public sector environments.
10. Experience developing executive communication packs, sponsor communications and leadership engagement materials.

Generic Responsibilities

All Bendigo Health and Loddon Mallee Shared Services 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.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- 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 and LMSS sites, workplaces and vehicles are smoke and vape 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.