

Position Description

Position Title	Change Lead – Success Factors Project
Position Number	
Division	Digital Services
Department	Loddon Mallee Shared Services (LMSS)
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 5
Classification Code	HS5 - HS33
Reports to	Success Factors – Business Change Project Manager
Management Level	Non Management
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 • Australian Working Rights

Bendigo Health

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

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

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

Our vision is to standardise the way we work in HR, Payroll and Recruitment across the Loddon Mallee Health Services.

- **One way of working** – moving from 13 different approaches to one consistent model.
- **Enabled by technology** – SuccessFactors is the tool, but the change is about people and process.
- **Better for staff** – efficient time to recruit, seamless onboarding, access and control over personal data.
- **Better for managers** – right information at the right time.
- **Better for the region** – access to regional data, shared knowledge, shared systems.

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

Project implementation commenced in February 2026, continuing until June 2027.

The Position

The Change Lead is responsible for delivering key change management activities to support the SuccessFactors implementation, including change network development, communications, coordinating training development and delivery, conducting change and readiness assessments, and supporting stakeholders across the region. This role executes the change implementation plan developed by Deloitte in consultation with the Business Change Project Manager, and ensures day-to-day delivery of change tasks across all sites.

The Change Lead works under the direction of the Business Change Project Manager, who has responsibility for strategy and leadership of the business change stream.

The position operates autonomously but will be working within a highly collaborative environment with support from Subject Matter Experts, Business Analysts, regional stakeholders, and Deloitte - our technical and change delivery partner.

Responsibilities and Accountabilities

Key Responsibilities

- Provide clear, practical change advice to the Business Change Project Manager (and Project Director when required) to support effective stakeholder engagement and decision making.
- Deliver day to day change management activities in collaboration with functional SMEs and Deloitte change specialists.
- Together with the Change Project Manager, execute the approved change implementation plan and ensure consistent application of the change approach across all sites.
- Lead the coordination and delivery of change activities across multiple health services, including supporting and managing the regional change network.
- Develop and coordinate change artefacts—communications, stakeholder materials, and training content.
- Own and maintain the change impact assessment (CIA) register developed by Deloitte
- Develop training and communication plans, and work with SMEs, Loddon Mallee stakeholders, and trainers to ensure successful development and delivery of training.
- Coordinate end to end logistics for training, readiness activities, stakeholder briefings, workshops, and regional roadshows.
- Conduct change and readiness assessments, document findings, and support mitigation of identified risks or gaps.
- Ensure all activities align with project frameworks, risk and compliance requirements, and relevant health and safety protocols.

Key Selection Criteria

Qualifications / Experience

1. Demonstrated experience delivering change activities within large, complex people, process and technology projects, preferably within health, government or other regulated service environments. Formal certification or completed training in change management (e.g., ADKAR, Prosci) desirable

Technical Skills

2. Ability to develop clear, audience-appropriate communication and training materials using established templates and frameworks.
3. Strong capability in coordinating change-related activities such as readiness assessments, impact analysis, training logistics and stakeholder engagement sessions.

Stakeholder Management & Interpersonal Skills

4. Proven ability to build effective working relationships with SMEs, site representatives, leaders and operational teams across multiple organisations.

5. Strong interpersonal skills with the ability to engage constructively, interpret stakeholder needs and escalate risks or issues appropriately.

Planning & Organising

6. Well-developed organisational and time-management skills, including the ability to manage competing priorities, coordinate multiple workstreams and meet deadlines across geographically dispersed sites.

Communication Skills

7. Excellent written and verbal communication skills, including the ability to prepare clear, purposeful materials (e.g., communications, briefings, training content) and present information effectively to diverse audiences.

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.
- 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 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