

<b>Position</b>	Change Lead
<b>Reports to</b>	General Manager Transformation
<b>Direct reports</b>	nil
<b>Band classification</b>	Band 5 – HSV Enterprise Agreement 2024
<b>Date approved</b>	12 January 2026

## 1. HealthShare Victoria

HealthShare Victoria is a Victorian public sector entity established on 1 January 2021 as an independent, commercially oriented public sector provider of supply chain services (surety, procurement and logistics) to Victoria's public health sector.

Our purpose is to partner with Victoria's public health services, suppliers and government to ensure the right products and services are delivered to the right place at the right time, supporting better value for our public health services and better outcomes for their patients.

We work with Victoria's public health services to understand their requirements. We meet these needs by establishing collective agreements (purchasing contracts) for medical consumables, pharmaceuticals and medical equipment, as well as non-medical products and services they need via large-scale tenders.

We also play a critical role in ensuring Victoria's public health services have access to goods and services that may be in higher demand or difficult to access, including personal protective equipment (PPE), medical consumables, ICU equipment and pharmaceuticals.

We administer several compliance-related functions, and work with health services to assist them in meeting their legislative, compliance and probity obligations.

As well as providing an end-to-end health supply chain for Victoria's public health services, we extend access to our collective agreements to health or related services assessed as 'eligible services'.

Building on a spirit of change and transformation, our work supports our health service customers to deliver safe, high quality and sustainable healthcare for all Victorians.

## 2. Position summary

The Change Lead plays a critical role in ensuring assigned project(s) and change initiatives achieve their intended outcomes on time and within budget by driving employee adoption, effective utilisation and sustained behavioural change, while minimising resistance.

The role focuses on the people side of change, including impacts to business processes, systems and technology, job roles, and organisational structures.

The Change Lead formally reports to the General Manager Transformation and works under a functional reporting arrangement to the relevant Program Manager and/or Project Manager(s) for the initiatives to which they are assigned.

## 3. Specific duties and accountabilities

### Position responsibilities

- Implement structured change management approaches aligned to PROSCI methodologies for large, complex projects and programs.
- Develop and execute a comprehensive change approach, including the design, development, endorsement, and delivery of change management plans and artefacts.
- Conduct and maintain impact assessments covering people, process, business, and system changes.
- Plan, manage, and track all change activities (including communications, training, and procedural updates) to ensure business readiness criteria are met ahead of go-live and that change is successfully adopted.
- Partner with Project Managers and/or Program Directors to ensure change activities are fully integrated into end-to-end delivery plans and schedules.
- Build strong relationships and influence across project, program, and broader business stakeholders to drive engagement and alignment.
- Lead the change management effort across all phases of the project lifecycle, including identifying, assessing, and mitigating change-related risks.
- Work in close partnership with Business Analysts who have undertaken robust analysis of current (as-is) and future (to-be) states to inform change impact assessment and targeted change interventions.

- i. Coach, influence, and support initiative owners and delivery teams to build their understanding of required changes, implementation timing, and actions necessary to align with agreed delivery milestones.

#### Health, safety and wellbeing (BeSafe)

- a. Follows safety rules and takes responsibility for safety at a personal and team level to reduce risk to others
- b. Reports hazards, incidents and injuries and takes part in actions to eliminate hazards
- c. Shows a sense of urgency when safety issues arise
- d. Makes safety a part of the everyday by talking about ideas for improvement
- e. Attend BeSafe activities, forums and training to help create a robust safety culture at HSV

#### HSV values

Uphold the HSV values:



#### Collaboration at HSV

- a. Builds and maintains effective collaborative and consultative working relationships
- b. Listens and works as a supportive and cooperative team member, sharing information and acknowledging others' efforts
- c. Has challenging conversations as required within scope of role and personal accountabilities
- d. Steps in to help others where required

#### HSV strategy, policies and procedures

- a. Contribute to the delivery of HSV's strategic plan and roadmap initiatives.
- b. Comply with HSV policies and procedures and report breaches and/or risks to your people leader or another relevant stakeholder.

#### Other duties

- a. While the principal duties are detailed above, this position may be required to undertake other duties from time to time.

### 4. Qualifications and experience required

#### Academic

- a. PROSCI Change Management accreditation highly regarded.
- b. Educated to degree level, with qualifications relevant to the change management capabilities of a commercially focused organisation (e.g. Commerce, Finance, Business, Law).

#### Experience

- a. Demonstrated expertise in applying formal and structured change management methodologies within complex organisational environments.
- b. Minimum of five (5) years' experience leading and managing change initiatives.
- c. Proven experience delivering change in large complex organisations.

### Personal attributes

- a. Strong capability to communicate and collaborate effectively with staff at all levels, including senior leadership, external vendors, and service providers.
- b. Highly goal and deadline-oriented, with a strong focus on delivery outcomes.
- c. Proven ability to work collaboratively, share knowledge, and provide coaching, capability uplift, and development guidance to leaders and employees.
- d. Demonstrated experience building trusted relationships and effectively negotiating, influencing, and managing change across diverse stakeholder groups in a matrix environment.
- e. Advanced written and verbal communication, presentation, and interpersonal skills.
- f. Ability to communicate complex concepts in a clear, simple, and succinct manner.
- g. Strategic and lateral thinker, capable of working autonomously while maintaining alignment to organisational objectives.
- h. Highly detail-oriented, data-driven, and intellectually curious.
- i. Adaptable and flexible, with the ability to respond effectively to time-critical tasks, shifting priorities, and variable workloads.

## 5. HSV's Leadership Capability Framework

### Everyday leaders

Everyday leaders are motivated and passionate about HSV's work and committed to delivering their work efficiently and to a high standard. They take responsibility for getting the job done and seek opportunities to collaborate and to share or gain knowledge. They understand how their work fits into HSV's strategy and are committed to the organisational vision.

Priority leadership capabilities for everyday leaders:

- Problem solver – Demonstrates problem solving within scope of role. Develops useful, workable and practical solutions to address issues, shows initiative, gets things done and owns the results
- Operates with integrity – Acts honestly, is professional and lives HSV values
- Works collaboratively - A team player who values all contributions and works jointly with others (internally and externally) to deliver results
- Health and safety - Sets expectations and takes responsibility for a physically and psychologically safe culture and work environment

## 6. Locations for work

Primary:

- CBD Office: 11/50 Lonsdale Street, Melbourne VIC 3000

Secondary:

- Derrimut Distribution Centre: Foxley Court Derrimut, Victoria; and
- Dandenong Distribution Centre: Ordish Road Dandenong South, Victoria.

Some travel to HSV customer sites is a requirement of this position.

As relevant the position may be required to work from home from time to time.