Melton City Council

Change and Training Coordinator

Position Description

PD: 00815

A welcoming and liveable
City accessible to all

1. Position details

Position Title	Change & Training Coordinator
Directorate	Organisational Performance
Business Unit	Technology
Position Classification	Band 7
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Senior Organisational Change Manager
Supervises	NIL
Internal liaisons	• Program Director • Executive Leadership Team • TCP Change and Program team • Business Stakeholders and Staff • Learning & Development Team • Council staff
External liaisons	• Other councils • Vendors • Consultants

3. Our Organisation

1. **Council Values**
   Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. **Occupational Health and Safety**
   Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. **Melton City Council Policies and Procedures**
   Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. **Child Safe Environment**
   Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe

organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Support the planning and coordination of change and training initiatives as part of a major digital transformation for the Technology Change Program (TCP) ensuring change and training activities are delivered effectively, stakeholders are engaged, communications are timely, and organisational impacts are effectively identified and managed.
- Coordinate the development and delivery of training and adoption activities to build employee capability, support readiness, and enable successful implementation of new systems, processes and ways of working.

5. Key responsibility areas

- Coordinate and maintain the planning and delivery schedule for change and training activities across the TCP program, ensuring activities are appropriately sequenced, aligned with project timelines and priorities, and tracked through to completion as per the agreed program objectives.
- Coordinate and provide administrative support for the Change and Training team meetings, planning sessions and activities, including scheduling, preparation of agendas and materials, capturing minutes and actions, maintaining records and following up on agreed actions to support effective team coordination and delivery
- Coordinate and support stakeholder facing change and training sessions, workshops and other change activities, including scheduling, participant communications and preparation of materials.
- Develop and maintain a comprehensive training calendar and coordinate the end-to-end logistics including scheduling, venues, attendance tracking, training materials, technology requirements and operational support for facilitators.
- Maintain and update change and training related content across Council's Learning Management System and Intranet, ensuring information is accurate, accessible and aligned with approved program materials and communications.
- Build and maintain effective relationships with stakeholders and the TCP program team to support successful delivery of change and training activities and identify opportunities for continuous improvement.
- Coordinate the implementation and measurement of change and training activities by gathering employee participation, sentiment, feedback and insights through a range of channels, analysing findings and identifying opportunities to address adoption challenges and continuously improve the change approach.
- Monitor and report on training participation, completion and engagement, using relevant data and stakeholder feedback to identify issues, trends and opportunities to improve training and

change activities.

- Coordinate the identification, monitoring and escalation of Change and Training risks and issues, maintaining appropriate registers, tracking agreed mitigation actions and ensuring relevant impacts are communicated to the Change, Training and broader Program team.
- Perform any other duties or responsibilities within the scope of the position, as required by management, to meet the needs of the organisation, in accordance with applicable laws and organisational policies.

6. Accountability and extent of authority

- Ability and freedom to provide change and training coordination advice subject to professional and regulatory review, advice may have a significant effect on stakeholders.
- Demonstrated capability to provide input change and training planning and delivery, the quality of input can have a significant effect on the successful delivery of program activities.
- Exhibit a strong dedication to Occupational Health and Safety (OHS) accountability by adhering to pertinent OHS regulations, policies and procedures, actively fostering a secure work environment, and proactively mitigating potential workplace risks.

7. Judgement and decision making

- Apply sound judgement to identify opportunities for process improvements, identifying and analysing an unspecified range of options to select the most appropriate change and training approach for meeting the TCP program and learner needs.
- Collate data to assess change management interventions and training outcomes, track employee progress, and produce reports on the delivery, uptake and effectiveness of these initiatives.
- Utilise established methods and procedures to address issues related to the change and training delivery and uptake while adapting to new or unforeseen challenges that arise, knowing when to deviate from established techniques to solve problems.
- Guidance and advice are not always available within the organisation.

8. Specialist skills and knowledge

- Demonstrates proficiency in leveraging established learning and change management principles and practices to develop practical solutions in response to emerging challenges and opportunities.
- Demonstrated ability to coordinate and maintain feedback tools and processes to systematically capture participant insights, evaluate the effectiveness of change and training initiatives, and measure engagement and learning outcomes that inform ongoing program enhancement.

9. Management skills

- Fosters a culture of innovation by actively sharing and soliciting creative ideas, insights, and data to enhance service design and delivery.
- Demonstrates strong capability in managing multiple concurrent priorities, including monitoring training progress, overseeing change and learning requirements, and ensuring critical milestones are achieved within established timeframes, despite conflicting demands and pressures.

- Ability to support the implementation of personnel policies and practices including Occupational Health and Safety and employee development policies, practices and processes.

10. Interpersonal skills

- Build enduring relationships and communicate in a clear, succinct and deliberate manner, adjusting terminology and detail where required to accommodate a diverse range of stakeholders.
- Proven ability to gain cooperation, assistance, collaboration and support from clients, colleagues, and the public to effectively execute and administer broadly defined initiatives and activities.
- Proven capability to engage, liaise and collaborate with counterparts in external organisations to discuss, analyse, and resolve complex specialist issues effectively.
- Demonstrated proficiency in engaging with managers and supervisors to coordinate change and training administration requirements, tailor planning accordingly, and deliver outcomes that align with the objectives of the TCP program.

11. Qualifications and experience

- Tertiary qualifications in Education, Change Management, Organisational Development, Learning and Development or related field with several years' relevant experience or lesser formal qualifications with extensive experience.
- Demonstrated expertise in coordinating change and training activities and supporting the delivery of change and training programs.
- Proven experience in supporting the development and delivery of communication and training plans that effectively drive user engagement and facilitate adoption.
- Experience in using Learning Management Systems (LMS) such as ELMO, Moodle, Talent LMS, Cornerstone OnDemand, or similar platforms for organising, tracking, and reporting on training activities.

12. Key Selection Criteria

1. Demonstrated experience in planning and coordinating change management interventions and training programs - delivered through both in-person and virtual modalities within large, complex IT program environments.
2. Proven experience in collaboratively assessing change management interventions and training outcomes, with a focus on realigning initiatives to ensure alignment with TCP program objectives.
3. Demonstrated track record in coordinating end-to-end change management interventions and training processes, encompassing planning, coordination, , delivery and evaluation.
4. Demonstrated ability to effectively communicate change management and training objectives and outcomes to a diverse audience of internal and external stakeholders.
5. Demonstrated experience to concurrently manage multiple coordination tasks, consistently meet deadlines, and adapt to evolving priorities amid competing demands.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Chief Information Officer	September 2026	
Approved by Position Title	Date Approved	
Incumbent's name	Signature	Date