

## Job Description

<b>Job Title:</b>	Change Management Officer – Digital Transformation Project
<b>Job Level:</b>	<b>(GMG/SEG 3)</b>
<b>Department:</b>	The Accountant General’s Department – A Department of the Ministry of Finance and the Public Service
<b>Reports to:</b>	Project Manager
<b>Direct Reports:</b>	N/A

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This Job Description has been approved by the Accountant General and will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent. It is validated as an accurate and true description of the job as signified below:

### 1. STRATEGIC OBJECTIVES:

The Information and Technology Division is responsible for providing support to the Treasury in all areas of operations, facilitating the modernization of fiscal processes through the use of better methods and techniques, and cutting-edge information technology. The work of this division improves the acquisition, allocation, utilisation and conservation of public financial resources using automated, integrated, effective, efficient and cost-effective information systems.

The Division is responsible for the development and maintenance of the Government’s Integrated Financial Management Information System GIFMIS. It is also responsible for training the AGD’s staff as well as staff of the MOFPS and other MDAs in the use and functions of the relevant IT systems, guided by recognized standards and formal policy.

The Division is also responsible for the implementation and maintenance of the AGD’s Records Management System (RMS) as part of the overall management system, based on records management principles, to facilitate the management of the AGD’s records to meet the AGD’s information needs, stakeholders’ information expectations, and statutory and fiscal requirements regarding records.

### 2. JOB PURPOSE:

Reporting to the Project Manager, the Change Management Officer plays a pivotal role in facilitating the successful adoption of digital transformation initiatives within the Accountant General’s Department. The incumbent is responsible for developing and executing change management strategies that support stakeholder engagement, communication, training, and resistance mitigation. By fostering a culture of adaptability and continuous improvement, the Change Management Officer

ensures that staff and stakeholders are equipped and motivated to embrace new technologies, workflows, and systems introduced through the Digital Transformation Project. This role supports the Senior Data Validation Officer in achieving project objectives by ensuring organizational readiness and alignment throughout the change process.

### **3. KEY OUTPUTS:**

- Change Management Strategy and Implementation Plan developed and approved.
- Stakeholder engagement activities executed and documented.
- Communication materials and campaigns created and disseminated.
- Training needs analysis conducted and training sessions delivered.
- Resistance management strategies developed and implemented.
- Feedback mechanisms established and monitored.
- Change impact assessments completed and reported.
- Monthly progress reports submitted to the Senior Data Validation Officer and Steering Committee.
- Post-implementation review conducted with recommendations for continuous improvement.
- Staff adoption metrics tracked and reported.
- Change-related risks identified and mitigated.
- Collaboration with project team and external consultants facilitated.

### **4. KEY RESPONSIBILITIES:**

#### Technical

- Develop and implement a comprehensive change management strategy tailored to the AGD's Digital Transformation Project.
- Conduct change impact assessments to identify potential risks and opportunities associated with new systems and workflows.
- Design and execute stakeholder engagement plans to foster awareness, understanding, and support for the transformation.
- Create and manage communication campaigns to ensure consistent messaging across all levels of the organization.
- Collaborate with the Senior Data Validation Officer to align change activities with data validation and migration processes.
- Coordinate training programs to build staff capacity and readiness for digital systems and new operational procedures.
- Monitor and evaluate staff adoption of new technologies and processes, identifying areas requiring additional support.
- Identify and address resistance to change through proactive interventions and support mechanisms.
- Establish feedback channels to capture stakeholder concerns and suggestions, and integrate findings into change strategies.
- Track and report on change management metrics, including adoption rates, training effectiveness, and stakeholder satisfaction.

- Support the integration of change management activities with project planning, execution, and evaluation.
- Ensure compliance with relevant legislation, policies, and standards, including the Data Protection Act.

#### Human Resource

- Supports the Senior Data Validation Officer in planning and organizing change-related activities across the project team.
- Assists in the development of performance targets and workplans related to change management initiatives.
- Provides coaching and guidance to staff to foster understanding and acceptance of new systems and processes.
- Collaborates with HR and training units to identify and address staff development needs related to digital transformation.
- Facilitates workshops, focus groups, and training sessions to build change readiness and resilience.
- Promotes a culture of continuous improvement and innovation within the project team and wider organization.
- Monitors staff engagement and feedback to inform change strategies and interventions.
- Participates in onboarding and orientation activities for new project team members, emphasizing change objectives and expectations.
- Ensures that staff involved in the change process have access to necessary resources and support.

#### Any Other Duties

- Any other related duty that may be assigned from time to time

### **5. KEY PERFORMANCE INDICATORS**

The job is successfully performed when:

- Change Management Strategy and Plan developed and implemented within agreed timelines.
- Stakeholder engagement activities executed and documented effectively.
- Communication materials and campaigns delivered on schedule and aligned with project goals.
- Training sessions conducted and evaluated for effectiveness and relevance.
- Resistance issues identified, escalated, and resolved in a timely manner.
- Feedback mechanisms operational and responsive to stakeholder input.
- Change impact assessments completed and reported accurately.
- Staff adoption metrics tracked and reported monthly.
- Monthly progress reports submitted to the Senior Data Validation Officer and Steering Committee within the agreed timeline.
- Post-implementation review completed with actionable recommendations.

- Collaboration with project team and external consultants facilitated effectively.
- Compliance with Data Protection Act and AGD’s policies maintained throughout change activities.

## **6. AUTHORITY**

- Designing and implementing data validation procedures.
- Approving or rejecting data corrections proposed by other teams.
- Producing and disseminating data validation reports.
- Setting and enforcing data quality standards within the project.

## **7. JOB SPECIFICATION:**

### **a. Minimum Qualification and Training**

Bachelor’s Degree in Organizational Development, Human Resource Management, Business Administration, Public Sector Management, or a related discipline from an accredited university.

### **b. Essential Experience and Knowledge:**

- At least three (3) years’ experience in change management, organizational development, or project implementation.
- At least one (1) year experience working on public sector reform or digital transformation initiatives.
- Proficient in Microsoft Office Suite (e.g., MS Word, PowerPoint, Excel).
- Strong understanding of stakeholder engagement, communication planning, and training development.
- Familiarity with project management principles and tools.

Desirable:

- Certification in Change Management (e.g., PROSCI, ACMP) would be an asset.
- Exposure to Enterprise Content Management (ECM) systems or similar digital platforms.

### **c. Competencies**

The following competencies are required for the effective performance of this job:

#### **Core Competencies**

- Excellent Oral and Written Communication Skills
- Strong Interpersonal and Relationship Management Skills

- Problem Solving and Analytical Thinking
- Customer Focus
- Integrity
- Results Orientation

### **Technical Competencies**

- Knowledge of Change Management principles and methodologies
- Understanding of Records Management and Digital Transformation practices
- Familiarity with Public Sector operations and reform strategies
- Ability to design and deliver training and engagement programs
- Knowledge of relevant legislation, including the Data Protection Act

## **8. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

**Physical Demands** - Pressured working conditions with numerous critical deadlines.  
- Extended working hours may be required.

**Travel** – N/A

**Work Environment** - Normal office conditions

### **Data Protection**

**Officers are required to comply with the Data Protection Act and the AGD's Data Protection Policies.**