

Job Title	Change Management Advisor	Classification	Grid Level 27
Department	Client Services	Date Updated	January 2026
Reports to	Director, Client Services		

PROGRAM AND STRUCTURE

Legislative Assembly staff provide non-partisan services to the institution of Parliament and its elected members in the areas of procedural advice, administrative support and information services. The Legislative Assembly is an autonomous employer, separate from the administrative framework of government ministries and agencies, which operates under the authority of the *Constitution Act* and the *Legislative Assembly Management Committee Act*.

DEPARTMENT SUMMARY

Client Services facilitates service delivery to Members of the Legislative Assembly (MLAs), caucus staff, and constituency office staff. The department provides a range of services and supports to these key client groups through a single window service delivery model, supported by a Client Care Team, in a manner that provides seamless service from the client view and maintains a high degree of responsiveness and commitment to service excellence. The department plays an integral part in the full client experience particularly during transition times that stem from a provincial general election or a by-election. This includes onboarding and offboarding activities related to Administration corporate services for MLAs and their staff. Client Services manages centralized leasing support for Members and their constituency offices.

JOB SUMMARY

Reporting to the Director, Client Services, the Change Management Advisor (Advisor) provides expert strategic advice and leads the development, coordination, and delivery of change management, engagement, outreach, and communication activities that support transformative initiatives led by Client Services. The Advisor serves as the subject matter expert in structured change management methodologies, guiding the office through complex transitions aligned with strategic priorities. In collaboration with leaders and subject matter experts, the Advisor designs and implements change strategies by conducting stakeholder engagement, preparing materials, facilitating discussions and completing change readiness assessments. The Advisor analyzes feedback, monitors progress, and supports the hands-on delivery of change activities to ensure effective adoption and long-term sustainability of change initiatives.

KEY RESPONSIBILITIES

- Works in close partnership with leaders and SMEs to lead the development and implementation of change management strategies and plans that support transformative initiatives aligned with strategic priorities.
- Provides expert strategic advice to leadership on change management approaches, partner engagement, and communication strategies for initiatives with significant organizational impact,
- Facilitates cross-functional collaboration in the development and delivery of change, engagement, and communication plans, ensuring alignment with organizational strategic priorities.

- Develops and implements integrated engagement and outreach strategies, including consultations with internal and external partners, to foster readiness and support for change.
- Conducts change readiness assessments to inform executive decision-making and future planning.
- Ensures change communications are strategically aligned with transformation objectives, organizational values, and strategic priorities.
- Establishes and monitors success metrics and performance indicators to evaluate the effectiveness, adoption, and sustainability of change initiatives.
- Identifies and addresses systemic barriers to change, analyzing organizational dynamics and recommending mitigation strategies to enhance outcomes.
- Maintains comprehensive documentation of change initiatives, including plans, outcomes, lessons learned, and performance data to support transparency and continuous improvement.
- Designs and facilitates strategic engagement activities, such as executive briefings, workshops, and organizational town halls, to promote dialogue and alignment.
- Applies structured change management methodologies to guide the adoption of new business processes, technologies, and service models across the organization.
- Develops and implements sustainability mechanisms to embed and reinforce organizational change, ensuring long-term integration and cultural alignment.
- Continuously assesses relationships and engagement strategies, adapting approaches to maintain trust, responsiveness, and alignment with evolving needs.
- Contributes to budgeting and resource planning for change initiatives, ensuring effective stewardship of financial and material resources.
- Performs other duties as assigned within scope of work.

ORGANIZATION STRUCTURE

Clerk of the Legislative Assembly

Deputy Clerk of the Legislative Assembly

Director, Client Services

Change Management Advisor

SELECTION CRITERIA

EDUCATION, TRAINING & EXPERIENCE

- Post-secondary education in a related program, plus at least 5 years of providing change readiness and management advice and services, including managing transformative organizational change, building partnerships and managing relationships with diverse stakeholders, and applying structured methodologies, or an equivalent combination of education and experience.
- Experience developing, implementing, and assessing engagement, communications, and change management plans and strategies, and leading the successful execution thereof.
- Experience in establishing and maintaining collaborative working relationships and building trust.
- Experience working in a complex and multi-faceted service-oriented environment.
- Recognized certification in change management considered an asset.
- Experience working in a parliamentary or public sector environment is considered an asset.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of and respect for the principles of parliamentary democracy, the legislative process, and the functions of the Legislative Assembly of British Columbia.
- Knowledge of change management models, methodologies, and strategies.

- Knowledge of strategic communication and engagement principles, concepts, and methodologies.
- Strong collaboration, interpersonal, and written and verbal communication skills.
- Exceptional organizational, prioritization, and time management skills.
- Ability to exercise good judgment and demonstrate initiative with innovative approaches to problem-solving and issues management.
- Demonstrates professionalism, integrity, tact, and sound judgment.
- Demonstrates exceptional service and results orientation.
- Effective at prioritizing and managing competing demands under pressure in a complex and dynamic work environment.
- Ability to secure the trust and cooperation of staff, colleagues, leadership, and stakeholders, and to build and maintain excellent working relationships.
- Ability to maintain strict impartiality, discretion, and confidentiality in a sensitive political environment.
- Ability to complete work with a high degree of accuracy and attention to detail.
- Ability to operate a computer with a Windows-based operating environment such as word processing, spreadsheets, database, telecommunications, and graphics software programs.