

IN A SNAPSHOT

Ross commenced with Shape Consulting as a Change Management Consultant in 2005 and has over 30 years' experience in management and change management. He has worked in the building, distribution and energy industries gaining experience in roles ranging from sales, management, operations and logistics, training – development and deployment and consulting.



Ross's personal attributes of honesty, reliability, integrity and pragmatism bring to his work qualities that ensure success.

He has experience and demonstrated success in change management, training and consulting in a number of different sectors including Utilities, IT, Retail and Building industries. His strength is engaging in and facilitating change at the “coal face” with a hands-on approach through the practical application of experience, tools and methods.

Ross has a focus on completing the detailed aspects of change work within the areas of analysis and planning. These often form the hard yards of change project success when matched with his ability to engage with people at the practical “doing end” of applying the necessary changes within the business.

EDUCATION AND QUALIFICATIONS

Ross qualifications include a Cert IV in Workplace Assessment and Training and he is certified to administer the Team Management Profile (TMP). He is a Member of the Australian Human Resources Institute and the Change Management Institute of Australia.

EXPERTISE

Ross has a particular specialisation in large ICT system implementation change management, training and deployment. He has been engaged as a Change Consultant on the following ERP implementations at:

1. QBuild - Mincom Ellipse implementation throughout all Queensland locations;
2. ENERGEX - Mincom Ellipse implementation throughout all south east Queensland locations;
3. Ergon Energy and SPARQ Solutions - Mincom Ellipse implementation throughout Queensland;
4. Crane Distribution – JD Edwards implementation in their 200 Tradelink Plumbing distribution outlets.

SUMMARY OF RELEVANT EXPERIENCE

- ENERGEX - Training Manager Program of Work Improvement Project
- Ergon Energy/ENERGEX – Change Manager Joint Workings Asset Management Project;
- SPARQ Solutions – Organisational review and analysis of current and future option;
- ENERGEX – Current state analysis of HR business streams as part of a review of existing HR business model;
- QBuild - Change Consultant for ERP Implementation of Mincom Ellipse system;
- ENERGEX - Change Consultant for ERP Implementation of Mincom Ellipse system;
- SPARQ Solutions - Culture and Change Consultant including change management for ongoing requirements and implementation of the annual change program;
- Ergon Energy and SPARQ Solutions - Change Consultant for ERP Implementation of Mincom Ellipse system including the end to end change communications planning, development and delivery;
- Change scoping for transition planning based on impact assessment ensuring risks and opportunities were identified and included;
- Transition planning activities incorporated as part of normal business activities to ensure change sustainability;
- Stakeholder/sponsor management;
- Implementation readiness surveys;
- Impact analysis resulting from new process and the integrated solution design;
- Workplace readiness through communication, workshops, surveys and targeted functional and business stream liaison;
- Training needs analysis in order to develop courses, course content and audience;
- Training deployment incorporating learning management, scheduling, environments and administration;
- Development of business support models and frameworks.