Communications and Change Coordinator

POSITION NUMBER 0055906

PROFESSIONAL CLASSIFICATION UOM 7 $102,338 - $110,780 p.a. (pro rata for part time)

STANDARD/SALARY

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1 FTE) (part time considered)

BASIS OF EMPLOYMENT Fixed term available for 1 years with opportunity of extension

HOW TO APPLY Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number.

CONTACT FOR ENQUIRIES ONLY
Penny Middleton
Tel +61 4 67 760 318
penny.middleton@unimelb.edu.au

Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers
ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University’s strategy, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation’s evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions relating to the University’s finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.
The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

**BUSINESS SERVICES**
Business Services provides a full range of class leading information technology, facilities management, finance, HR and health and safety services to all operating entities of the University.

Enterprise Technology delivers efficient, sustainable, competitive, innovative, and safe campus facilities and information technology services.

The Digital Products Centre of Excellence (DP CoE), within Enterprise Technology acts as a central governing body bringing together stakeholders from across the organisation, and sets the standard for architecture, updates, enhancements, and operations.

**EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION**
The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.
ABOUT THE ROLE

Position Purpose:
The Communications and Change Coordinator is responsible for the design, development and
coordination of project, operations, and incident management communications, and contributes
communications expertise on change initiatives to support specific projects and operations within the
Business Services’ Digital Products portfolio, and externally to the portfolio as required.

The role provides expertise and judgement in the selection of solutions to achieve outcomes in planning,
coordinating, and creating communications, developing communication plans, and supporting change readiness.

The Communications and Change Coordinator partners with project and operations teams on a day-to-day basis and makes recommendations on key communications decisions to support the realisation of business benefits.

Under direction from the Senior Change and Communications Manager and the Operations Lead, Digital Products COE, the role will play a critical role in coordinating communications and complex assignments where initiative and/or judgement are required. The role will consult and coordinate with a wide range of stakeholders across the University to achieve objectives and is expected to coach and mentor other staff in communications.

The role will also contribute significantly to the operation of the Change and Communications Practice.

Reporting line: Senior Change and Communications Manager
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: Nil

Key Dimensions and Responsibilities:
Task level: Moderate
Organisational knowledge: Moderate
Judgement: Moderate
Operational context: Project/ Initiative Wide
OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/. Staff must comply with all relevant requirements under the University’s risk management framework including legislation, statutes, regulations and policies.
**Core Accountabilities:**

- Lead communications planning and execution for changes to technology and processes within the Centre of Excellence in the Digital Products Portfolio.
- Develop and implement communication initiatives and content to achieve awareness, acceptance and adoption of changes that will affect all stakeholders.
- Simplify complex technical information and create engaging content to inform staff of key changes and to help them to navigate changes.
- Develop, improve and implement communication processes aligned to other processes in the Digital Products portfolio, to drive positive acceptance and adoption of change, and rapid take up of new technologies, processes, or operating models.
- Coordinate change impact analysis of technical changes together with the Centre of Excellence team and produce materials to explain these changes to the wider university in simple and engaging ways.
- Provide support and advice to staff and mentor them on how to effectively engage and communicate about upcoming change.
- Support Digital Products Portfolio managers to prepare communications, including senior management briefings and staff presentations.
- Maintain portfolio webpages, ensuring all communication activities reflect client excellence and responsiveness.
- Coordinate the Centre of Excellence incident communications.
- Measure the impact of communications and collect qualitative feedback from stakeholders.
- Participate in the Digital Products Change and Communications Community of Practice, and University of Melbourne communications practice groups.

**Selection Criteria:**

**Education/Qualifications**

1. A relevant tertiary qualification in a discipline related to internal communications.
2. Professional experience of more than 3 years in an internal communications role, or equivalent experience.

**Knowledge and skills:**

1. A very high level of interpersonal skills, including the ability to proactively initiate relationships to obtain information, build consensus and coordinate a communications response.
2. Demonstrated experience in converting technical information into simple, creative, innovative and engaging content suitable for a wider audience. across a wide range of channels, including digital.
3. Demonstrated experience in mentoring and building internal communications capability in other staff.
4. Demonstrated ability to develop and execute communication plans.

**Other job related information:**
Occasional out of hours work and travel to other University locations within Victoria may be required from time to time, depending on project needs.