Change and Communications Manager

POSITION NUMBER 0054571

PROFESSIONAL CLASSIFICATION UOM 8 - $115,137 - $124,622 per annum (pro rata for part-time)

STANDARD/SALARY

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1 FTE)

BASIS OF EMPLOYMENT Fixed term until May 2024

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.

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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

**OPERATIONAL PERFORMANCE GROUP**

The Operational Performance Group (OPG) is a centre of excellence in business transformation, driving improvements to operational efficiency, effectiveness and experiences across the University. It also provides essential business support functions to Chancellery (People and Culture), the COO and COO-P (governance, planning and initiative support) and support to key University programs and critical incidents.

The OPG Change Team provides services to support the OPG’s transformational and enabling work as well as good practice change management and communication. It sits within Operational Strategy and Planning, which provides planning, governance and initiative support to the COO and COO-P, and program office functions in support of business transformation initiatives.

**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 Change and Communications Manager is responsible for the development and execution of change and communication services to support the transformational work undertaken by the OPG. This work will have University-wide impact and enable effective engagement with, and adoption of, new ways of working. The role will have curatorship over the Change Practice’s communications and engagement channels. The role will also contribute to the ongoing enhancement of good change and communication practice by providing governance, practice improvement and pipeline management support, including input into the operating rhythm of the team.

The role is an integral member of the Change team and is expected to provide advice, quality assurance and support to other members within the team.

Reporting line: Change Practice Manager

No. of direct reports: There are no direct reports, however from time-to-time support may be provided to the OPG Change Team via temporary roles such as a Change Analyst or Communication Officer. Such roles may require direction and oversight from this role.
No. of indirect reports: 0
Direct budget accountability: $0

Key Dimensions and Responsibilities:

Task level: Significant

The role receives broad direction and support from the Change Practice Manager but is expected to work with a high level of autonomy and independence. The role requires the frequent use of discretion and independent judgment.

The role collaborates with teams of professionals and is a key influencer of strategy, work processes, quality control and the finished product.

Organisational knowledge: Moderate
Ability to work positively as a team within a fast-paced environment. The role will need to be up to date with the latest professional developments, news and trends.

The role requires knowledge of the University’s systems and processes, but will also rely on the professional standing, theoretical and applied knowledge of the individual in their specialist field in order to operate successfully.

**Judgement:** Significant

The role requires a significant level of planning ability and creative application. A significant level of personal judgement and professional conduct is required.

The role will have the ability to contribute to complex, significant, and high-level creative planning, program and managerial functions. The position will contribute to the achievement of change management and communication objectives and programs.

**Operational context:** University wide

This role significantly contributes towards projects and initiatives that have university-wide impact.

This position interacts with OPG teams, senior staff from across the University, with members of the other internal and external key stakeholders.

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. For more information, see [http://safety.unimelb.edu.au/topics/responsibilities/](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:**
- **Service delivery** – Design, develop and execute change management and communication services including:
  - **Change management** – Governance, planning, sponsorship/leadership, stakeholder management, engagement, business impact management, business readiness, and reinforcement and embedding.
  - **Communication** – Planning, key messages, development, delivery, reviews and editing.
Provision of the above services may include delivery, advice, expertise, strategy, mentoring, tools, education, coaching, facilitation, collaboration, check-ins, oversight, reviews and assistance.

- **Service management** – Receive and manage service requests, liaise with clients, undertake initial scoping and sizing, develop service agreement, assign work, manage assignment, close and evaluate.

- **Change and communications governance** – Input to reporting and performance measures, record relevant data, identify and address risks and issues.

- **Practice improvement** – Contribute to, identify, and implement improvements to ensure the change management and communication framework and toolkit is fit for purpose, as well as to the internal processes and operating rhythm of the team.

- **Team support** – As an integral member of the Change and Communication team, provide advice, quality assurance and support to other members within the team.

- **Pipeline management** – Contribute to management of pipeline which may involve participation in team meetings, research on potential initiatives and early involvement.

- **Purchasing** – Liaise with suppliers (and clients) where relevant.

**Selection Criteria:**

1. A relevant tertiary qualification or an equivalent combination of relevant experience and education/training PLUS a combined 3 years of change management and/or communications specialist experience.

2. Sound knowledge and skills in stakeholder management, change management planning, governance, strategy, engagement, business impact analysis, business readiness, and reinforcement and embedding.

3. Sound understanding of contemporary change management methodologies and tools.

4. Experience in providing strategic advice, exceptional client service and senior executive support in the context of a large, complex organisation.

5. Demonstrated experience developing communication strategies, using a variety of channels, media and delivery styles to support engagement of internal audiences.

6. Demonstrated ability to work proactively and independently, and also collaboratively and as part of a team.

7. Ability to manage multiple initiatives and stakeholders, prioritise and deliver against deadlines in an agile/design thinking environment.

8. Demonstrate COO values by acting in the best interest of your employer; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people and building relationships in your workplace.