## Change and Communications Manager

### POSITION NUMBER
0061298

### PROFESSIONAL CLASSIFICATION
UOM 9 - $134,320 - $139,749 per annum

### SUPERANNUATION
Employer contribution of 17%

### WORKING HOURS
Full Time

### BASIS OF EMPLOYMENT
Fixed term available for 12 months

### HOW TO APPLY
Go to [http://about.unimelb.edu.au/careers](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*

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For information about working for the University of Melbourne, visit our website: [about.unimelb.edu.au/careers](http://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.

Within Business Services, Academic Technology encompasses the Student and Learning, and Research Domains. Academic Technology develops and strategically manages the information technology needs of academics and students across the University by providing project delivery, uplift, management and support for core and enterprise student, education and research systems.

**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 role is responsible for the design, development and execution of change and communications management activities and deliverables in support of Research Domain initiatives, as well as general support for the Academic Technology function.

The role provides their expertise to enable the achievement of initiative outcomes including stakeholder management and engagement, targeted communications, executing change plans, assessing change readiness, and developing training material.

The Change and Communications Manager needs to be able to work at both a strategic and tactical level, as well as the detail level for specific initiatives to support the achievement of initiative outcomes and the overarching success of the Academic Technology function.

This role will be responsible for building and maintaining an established change agent network and newsletter to communicate via a single channel for research domain initiatives. The role will be responsible for ensuring project website content is current and sharepoint sites are developed to showcase and promote research initiatives.

Under direction from the Portfolio Manager, the incumbent works with a high degree of delegated responsibility and authority. The incumbent consults with a wide range of stakeholders across Business Services, COOP, and the broader University, to achieve initiative objectives. To do this, the incumbent must understand the needs and requirements of the many individuals and groups, internal and external to the domain, and facilitate effective linkages between relevant parties and initiatives.

Reporting line: Portfolio Manager, Research Domain
No. of direct reports: 1-4
No. of indirect reports: 1 to 5
Direct budget accountability: N/A
Key Dimensions and Responsibilities:
Task level: Significant
Organisational knowledge: Significant
Judgement: Significant
Operational context: University 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:

- Demonstrate Business Services 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.
- Assess initiative start up documentation and business cases to recommend appropriate change management approaches and resourcing as an input to initiative planning.
- Engage with stakeholders in the change management context, delivering change management support, including training and communications.
- Provide strategic support and advice to leaders and stakeholders on how to effectively engage and communicate about upcoming change.
- Identify and address change management issues and risks.
- Provide leadership and input into the effectiveness of Change Management methodologies and strategies.
- Contribute to the development, maturation, and promotion of the research function and its value contribution within and beyond Business Services IT.
- Engage with stakeholders and clients, maintain and building key relationships.
- Provide domain expertise, advice, and guidance on the application of IT practice(s) within University of Melbourne contexts.
Selection Criteria:

Education/Qualifications

1. The appointee will have: A postgraduate qualification in a relevant discipline with significant experience in a project Change Management environment, or an equivalent combination of relevant experiences and/or education/training. Change Management certifications will be highly regarded.

Knowledge and skills:

2. Demonstrate Business Services 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.

3. Demonstrated ability and experience in the leadership and management of change management resources, including coaching, mentoring, and professional development.

4. Able to connect initiative outcomes with broader University strategy and benefits realisation.

5. Sound understanding of Change Management and Project Management methodologies and their application.

6. Extensive experience in assessing Change Readiness and evaluating the implementation of Change initiatives.

7. Demonstrated ability to build and maintain productive relationships both internal and external to the organisation, including the ability to build consensus and influence in negotiations across a broad audience.

8. Excellent interpersonal and communication skills, both written and oral, with a demonstrated ability to convey information to and build rapport with stakeholders.

9. Demonstrated experience in various communications channels including digital, workshop facilitation and creative collateral.

10. Exceptional problem-solving skills, judgement and negotiation skills.

11. Demonstrated ability to work proactively and independently, or as part of a team, to contribute positively to the achievement of domain and University goals.