



## POSITION DESCRIPTION

Employment Compliance Directorate  
Office of the Provost

### Change & Communications Lead

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| <b>POSITION NO</b>                | 0064202  |
| <b>CLASSIFICATION</b>             | UOM 9  |
| <b>SUPERANNUATION</b>             | Employer contribution of 17%   |
| <b>WORKING HOURS</b>              | Full time (1.00 FTE)   |
| <b>BASIS OF EMPLOYMENT</b>        | Continuing   |
| <b>OTHER BENEFITS</b>             | <a href="https://about.unimelb.edu.au/careers/staff-benefits">https://about.unimelb.edu.au/careers/staff-benefits</a>  |
| <b>HOW TO APPLY</b>               | Online applications are preferred. Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , select the relevant option ('Current Opportunities' or 'Jobs available to current staff'), then find the position by title or number. |
| <b>CONTACT FOR ENQUIRIES ONLY</b> | Ivanka Yan<br>Email <a href="mailto:ivanka.yan@unimelb.edu.au">ivanka.yan@unimelb.edu.au</a><br><i>Please do not send your application to this contact</i>   |

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.

## ***Position Summary***

Reporting to the Associate Director, Policy, Change & Communication within the Employment Compliance Directorate (ECD), the Change & Communications Lead is responsible for the design, development and execution of change initiatives to support specific HR related projects and enable business as usual HR process capability uplift. The position is responsible for the leadership of direct reports within the Change and Communications teams.

The Change & Communications Lead provides strategic expertise in change management and communications, guiding the development and implementation of strategies that enable key project outcomes. This includes stakeholder management and engagement, targeted communications, executing change plans and assessing change readiness.

The Change & Communications Lead will work at a strategic planning and service delivery level to achieve seamless integration and consistency across various change efforts to support the achievement of project and capability uplift outcomes and the success of the Change & Communications team.

As an integral member of both the Policy, Change & Communications team and the broader ECD, the Lead will facilitate effective linkages between relevant parties and projects to deliver a cohesive and consistent change agenda for the University. The incumbent will positively contribute leadership to the operation of the Policy, Change & Communications team and the ECD more broadly, while also acting as a key connector between the ECD and the University Organisational Development function, facilitating alignment between employment compliance objectives and workforce capability development.

The Change & Communications Lead requires strong organisational skills, attention to detail and an aptitude for coordinating across diverse teams to build effective partnerships that drive impactful, sustainable change.

### ***1. Key Responsibilities***

- ▶ Assess HR project start up documentation and business cases to recommend appropriate change management approaches and resourcing.
- ▶ Lead the design, development and execution of change initiatives to support specific HR related projects and enable ongoing capability uplift.
- ▶ Supervise and support the change management team members to deliver high-quality change management services.
- ▶ Oversee quality assurance for all change management and communications artefacts and activities, ensuring they meet high standards and project objectives.
- ▶ Provide expert change management advice and guidance to stakeholders in the change management context, motivating and supporting them to achieve successful project outcomes and navigate the change process effectively.
- ▶ Provide strategic support and advice to leaders and stakeholders on how to effectively engage and communicate about upcoming change.
- ▶ In conjunction with the Associate Director, Policy, Change & Communications, develop and implement the HR Change Management Framework and relevant plans such as engagement & communication plans to drive positive acceptance and adoption of change in the HR context.
- ▶ Develop and present project and practice strategic communications, including senior management briefings, staff presentations
- ▶ Monitor, maximise and document the realisation of benefits achieved through change activities.
- ▶ Identify and proactively address change management issues and risks, recommending solutions to mitigate potential impacts.
- ▶ Provide leadership and input into the effectiveness of Change Management methodologies and strategies, fostering continuous improvement and best practices within the team.

## ***2. Selection Criteria***

### **2.1 ESSENTIAL**

- ▶ Postgraduate qualifications in a relevant field and extensive relevant experience in change management and communication of change within a complex organisational environment, or an equivalent combination of relevant experience and/or education/training.
- ▶ Strong knowledge and understanding of Change Management and Project Management methodologies and their application to people related processes and practices.
- ▶ Demonstrated ability and experience in leading and managing change management resources, ensuring effective delivery of change initiatives.
- ▶ Extensive experience in assessing Change Readiness and evaluating the implementation of Change initiatives.
- ▶ Demonstrated ability to build and maintain strong relationships both internal and external to the organisation, including the ability to build consensus and influence in negotiations across a broad audience.
- ▶ Excellent interpersonal and communication skills, both written and oral, with a demonstrated ability to convey information to and build rapport with stakeholders.

- ▶ Comprehensive experience in leveraging a range of communication channels including digital, workshop facilitation and the development of creative collateral.

## **2.2 DESIRABLE**

- ▶ Demonstrated experience contextualising and communicating connections between change initiatives and broader organisational strategy and benefits realisation.
- ▶ An understanding of Australian employment conditions and experience working in an enterprise agreement governed environment

## **2.3 OTHER JOB-RELATED INFORMATION**

- ▶ This position requires the incumbent hold a current and valid Working with Children Check. The University of Melbourne is dedicated to safeguarding the welfare of all community members, especially those most vulnerable. As part of our commitment to child safety and in line with the Victorian Child Safe Standards, this position will be required to hold a valid Employee WWCC, regardless of where in the University an employee may work or what work they do.

# ***3. Job Complexity, Skills, Knowledge***

## **3.1 LEVEL OF SUPERVISION / INDEPENDENCE**

The Change & Communications Lead operates with a high degree of autonomy and professional independence, guided by the direction given by the Associate Director, Policy, Change & Communications. The Change & Communications Lead is responsible for the effective management of a team of direct reports, providing clear guidance, regular feedback, and opportunities for growth to optimise performance and team success.

## **3.2 PROBLEM SOLVING AND JUDGEMENT**

The Change & Communications Lead will have advanced problem-solving skills and the ability to plan and prioritise tasks. The role involves identifying, analysing, recommending and implementing continuous improvement opportunities to ensure the ongoing effectiveness of the portfolio delivery. The Change and Communications Lead will apply their significant professional experience and knowledge in change management in order to manage complex projects and deliver project outcomes.

## **3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE**

This role requires significant knowledge of current and evolving change methodologies as well as detailed knowledge of University policy and procedures.

## **3.4 BREADTH OF THE POSITION**

The Change & Communications Lead will engage with all areas of the University in the performance of their role. The incumbent will be required to leverage their highly developed influencing skills when working with a wide range of stakeholders across the University to achieve strategic outcomes.

## ***4. 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.

## ***5. Occupational Health and Safety (OHS)***

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.

OHS responsibilities applicable to positions are published at:

<https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

## ***6. Other Information***

### **6.1 CHANCELLERY**

Chancellery is led by the vice-chancellor and has a university-wide focus on:

- Delivering strategic leadership
- Allocating capital according to strategic priorities
- Developing and overseeing a business framework that includes appropriate financial and other organisational planning and controls
- Ensuring identity or brand is consistent with strategic intent and purpose, and Position number The University of Melbourne
- Overseeing policies and initiatives that develop the academic and professional expertise of university staff members.

### **6.2 OFFICE OF THE PROVOST**

Led by the Provost, the Office of the Provost supports the achievement of the vision and objectives for education, people and community set out in Advancing Melbourne 2030. The Office of the Provost portfolio sits alongside other divisions (Research, International, Strategy & Culture, Administration & Finance) within Chancellery, and is responsible for strategic leadership in:

- Education and student experience, including curriculum, teaching and learning quality and innovation, learning technologies and spaces, student wellbeing and engagement and widening participation for students from disadvantaged backgrounds.
- People and Community, including Human Resources, academic and professional staff careers, University community-building, diversity and inclusion for students and staff, and the Respect at Melbourne program.
- Indigenous strategy and partnerships, including research, education and engagement, student and staff planning, truth-telling and cultural heritage.

The Office of the Provost works closely with Faculties, other areas of Chancellery and external partners.

### **6.3 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 employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>

### **6.4 ADVANCING MELBOURNE**

The University's strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University's commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.

We will be recognised locally and globally for our leadership on matters of national and global importance through outstanding research, scholarship, and a commitment to collaboration.

We will be empowered by our sense of place and connections with communities. We will take opportunities to advance the University and the City of Melbourne in close collaboration and synergy.

We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne's academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program that will reshape the campus and our contribution to the communities we engage with. This strategy and the priorities proposed are centred around five intersecting themes: place, community, education, discovery and global.

## **6.5 GOVERNANCE**

The Vice-Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <https://about.unimelb.edu.au/strategy/governance>