POSITION DESCRIPTION

Position Title: Change and Training Manager (HP TRIM)
Organizational Unit: Information Technology Services
Type of Employment: Fixed Term (9 months), full-time
Classification: HEW level 9

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (65). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record). UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Division of Information Technology Services (ITS) at The University of Queensland provides an information environment that supports the teaching, learning, research and engagement objectives of the University and contributes positively to the student experience and the University’s reputation, in line with our values of Service, Team, Accountability and Results. It comprises three major sections located across the University’s campuses: Academic Services, Enterprise Support and University Networks. Also located within ITS is the internationally recognised network security group, AusCERT, which provides internet security services throughout Australia and New Zealand. ITS manages core networks not only for the whole of The University of Queensland but also works with other Queensland universities to manage access to the national university network (AARNet). ITS also operates Supercomputers and many of the University’s largest servers.

For further information visit our website www.its.uq.edu.au

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

BACKGROUND

The University of Queensland (UQ) is a public authority and is to keep full and accurate records of its activities in accordance the Queensland Public Records Act 2002. To meet the requirements and obligations under this Act, UQ ITS Records Management Services (RAMS) as the business owner of HP TRIM, provides the associated records management tools and record management services.

RAMS’ responsibilities include managing the TRIM application user access, providing training to end users, and performing quality assurance checks of records in TRIM. Records captured in TRIM need to be filled in correctly with meaningful titles so that they can be easily retrieved.

RAMS works closely with ITS Enterprise Support and ITS Software Services. ITS Enterprise Support provides infrastructure support including monitoring and maintaining TRIM servers, assisting with the resolution of system issues and applying software updates when required.

The current state of inconsistent approaches to records management at UQ has exposed the organisation to legislative, organisational, and reputational risks. Limited use of an Electronic Document and Records Management System equals limited visibility and an inability to monitor and manage compliance. Limited business understanding of the definition of a record and the responsibility of the individual UQ staff member to maintain appropriate record keeping practices leads to the inappropriate deletion of records and data. This lack of understanding leads to the creation of records in the EDRMS that do not need to be stored, leading to unnecessary storage costs.

Capital Funding Submission resulted in the awarding of funds to deliver a project based on improving record keeping practices, and reduce time wasted in location and retrieval. The project will be delivered in 3 phases. The first phase is to appropriately deploy the EDRMS across specific targeted business areas within UQ, with future phases to deploy EDRMS across the enterprise.
DUTY STATEMENT

Primary Purpose of Position

The primary purpose of the role is to develop training materials for the UQ community and facilitate the delivery of the HP Content Manager 9.1 (TRIM) training programme for staff. The position also supports change management and communication initiatives.

Duties

Duties and responsibilities include, but are not limited to:

Change
- Work closely with the project and business teams to develop and support Organisational Change Management strategy and plan to align with training programs;
- Assess impact of change on various UQ faculties within scope of the project, using assessments of readiness, technology, performance, and organisational culture, for change;
- Define and execute activities to support change and transition initiatives (stakeholder alignment, change impact assessment, transition phasing, response planning, adoption monitoring);
- Develop and deliver a communications plan for transition.

Training
- Reviewing and updating current training resources to ensure currency and consistency;
- Developing training programs to search for information and register items using TRIM Content Manager version 9.1;
- Create introductory training resources on general records management principles;
- Develop a new training dataset with appropriate examples;
- Develop training lab sessions for specialised groups including HR and Student Administration;
- Develop e-learning modules, training materials in a variety of formats, practical exercises, assessment tasks and video aids;
- Training staff to deliver future course instances.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
- the University's Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University
Organisational Relationships

The position reports to the Manager, CRM & Records Management, Information Technology Services.

SELECTION CRITERIA

Essential

- Experience in contemporary change management methods, tools and techniques;
- Qualifications and training equivalent to a diploma level qualification in records management or related field; or an equivalent combination of relevant experience and/or education/training;
- Group facilitation skills with an ability to elicit information to inform a baseline;
- Very high level of written communication skills including the ability to simplify complex information and processes for business users;
- High levels of accuracy and attention to detail;
- Previous experience in a records management environment and working knowledge of TRIM – HP Content Manager 9.1;
- Liaise with various levels of staff within UQ faculties to determine staff training needs and opportunities;
- Develop education and training materials to facilitate the required training in the appropriate modes at the appropriate levels;
- Promote, advertise and encourage delivery to UQ staff and interested parties to participate in training opportunities;
- Demonstrated ability to organise work, problem solve and prioritise tasks;
- Demonstrated ability to exercise discretion, judgement and maintain confidentiality;
- Ability to work effectively as part of a team, including the ability to collaborate with colleagues and senior staff to achieve positive outcomes;
- Demonstrated ability to review and enhance processes to ensure best practice outcomes;

Desirable

- Experience working in a Higher Education environment

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.