

## POSITION DESCRIPTION

<b>Position Title:</b>	Engagement Lead, HCMS Program
<b>Organisation Unit:</b>	Strategic Program Office
<b>Position Number:</b>	
<b>Type of Employment:</b>	Fixed Term until 31 December 2020
<b>Classification:</b>	HEW Level 8

## 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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45<sup>th</sup> in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 - 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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a \$1.75 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://uniquet.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 University operates in a rapidly changing environment within a global marketplace, where institutions strive for higher levels of excellence and reputation. Australian universities face increased financial pressures, regulatory changes arising from the 2014-2015 Federal Government budget announcement, reputational pressures and changing client expectations (student, industry and government).

Within this context, UQ seeks to review its services, to ensure that UQ remains competitive and sustains success in the longer term. A focus on continuous improvement as part of every person's contribution to the future of UQ is vital to ensuring a service-oriented culture. The University's Strategic Program Office will enhance UQ's ability to deliver its core functions of learning, discovery and engagement.

This University-wide program will adopt a One UQ approach with shared commitment and responsibility to enhance the student and staff experience by transforming internal business operations. The program seeks to:

- Enhance the student experience and increase student satisfaction levels
- Improve the workplace experience for staff members
- Ensure a better use of UQ's resources through improved operational efficiency and effectiveness with freed resources reinvested in learning, discovery and engagement.

## **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>

# DUTY STATEMENT

## Primary Purpose of Position

The University is acquiring new Human Capital Management Solution (HCMS), consisting of integrated Human Resources, Workforce Management and Payroll systems, along with consistent simplified processes, that will function as UQ's enterprise solution for accessing and managing HR services.

As part of the wider HCMS change team within the HCMS program team, the Engagement Lead will be responsible for managing and facilitating communication and engagement with UQs internal clients in faculties, schools, institutes and centres.

## Duties

Duties and responsibilities include, but are not limited to:

- Building positive client relationships and managing the embedding of business process change required to deliver the benefits of the HCMS program to the University.
- Working within a structured change management approach and framework to lead engagement and facilitate change within the assigned client groups, including:
  - Assessing the change impact and completing change assessments
  - Identifying areas of anticipated resistance and implementing appropriate resistance management activities
  - Tracking and reporting issues and risks
  - Identifying, analysing and preparing risk mitigation activities
  - Evaluating user readiness and undertaking appropriate actions to ensure user support for the change
  - Contribute to defining appropriate success metrics, and measuring and monitoring progress against these.
- Undertaking appropriate engagement communication with stakeholders across the University including presenting to large audiences on the program.
- Ensuring all communication materials are up-to-date and circulated appropriately.
- Liaising with stakeholders to identify training needs and assisting where necessary with the development and delivery of training and learning activities.
- Any other duties as reasonably directed by the supervisor.

## **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 Program Manager, HCMS.

## **SELECTION CRITERIA**

### Essential

- Post graduate qualification, or significant progress towards such qualifications, and extensive relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Strong knowledge of the higher education environment and working with professional and academic stakeholders at all levels.
- Excellent interpersonal skills, with the ability build effective relationships with a diverse group of stakeholders, colleagues, and staff.
- Strong oral and written communication skills for a diverse audience.
- Demonstrated high level of accuracy and attention to detail and quality and timeliness of completed work, including written reports and presentations.
- Ability to work autonomously and be self-motivated combined with a high level of initiative, drive and enthusiasm. Strong work ethic and willingness to go the extra mile to accomplish tasks in a fast-paced environment.

### Desirable

- Experience in implementing change in a large and devolved organisation.
- Understanding of people and process issues in implementing new business processes and resource changes across an organisation.

**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.**

**This role is a full-time position; however flexible working arrangements may be negotiated.**