POSITION DESCRIPTION

Position Title: Change Lead
Organisation Unit: Strategic Program Office
Position Number: New
Type of Employment: Fixed term – 2 years
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 well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. In 2013, UQ attracted more Australian Research Council funding than any other Australian university or research body.

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, and a founding member of Universitas 21, an international consortium of leading research-intensive universities. UQ is also the largest university in Queensland.

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 215,000-plus alumni. The University has more than 7,000 academic and professional staff and a $1.6 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.

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](http://www.uq.edu.au/current-staff/working-at-uq)

DUTY STATEMENT

Primary Purpose of Position

The role of the Change Management Lead will be to effectively manage the change required to enable the successful deployment and adoption of the University’s new Shared Services Unit and HR Enterprise Solutions and the associated changes in business processes, structure, staff roles and responsibilities. This position is responsible for the coordinating and managing an integrated approach to stakeholder management, communications, training, system deployment and use of sustainable support structures needed to effectively drive adoption of the new service unit, HR system and processes.

They will be a key driver of change across the University and will work in close partnership with the Strategic Program Office, Human Resources, Information Technology Services, Finance, Student Management, facilities, schools and Institutes, Business Owners and executive leaders. Part of this effort is assessing the scope of change required for implementation of standardised global business processes across the organisation and ensuring that they are maintained and adhered to consistently.

Duties
Duties and responsibilities include, but are not limited to:

- Assess and Validate the University readiness and impact of required change, incorporating a holistic assessment project across the impacted technology and business areas. This includes understanding the depth of business process change, potential issues with technology adoption and degree of effort required to drive faster adoption, higher ultimate utilisation of and proficiency with the changes that impact employees.

- Develop, Implement and Monitor an Integrated Change Management Strategy and Plan: Validate work completed to date, develop, socialise and execute against a clear change management strategy and plan that maximizes employee adoption and usage and minimizes resistance.

- Identify and Manage Project Stakeholders: Quickly understand the complexity of the University’s structure and the unique characterises of the program’s stakeholders. Ensure high level engagement with stakeholders and that complete and thorough liaison occurs with all interested parties related to each change effort.

- Develop and Track Effective System Change Adoption Metrics: Institute the means for measuring, reporting and assessing change management effectiveness. Establish parameters to measure the early adoption, effective utilisation and proficiency to new change initiatives for individual employees as well as groups or departments.

- Coordinate and Integrate Effectively with All Other Project Activities, ensuring the change impact is considered in all aspects of this system implementation.

- Champion Innovative and Creative Ideas to help Drive Change: Integrate innovative approaches and continuous improvement ideas into all aspects of project deliverables including creative use of digital media. Provide information, including sensitive information, and high-level advice to the Project Manager and other key staff on change projects to enable fully informed and timely decision-making.

- Create and enable reinforcement mechanisms and celebrations of success.

- Identify the most expected and potential points of resistance to change. Develop counter strategies to reduce the resistance and address the doubts and uncertainty surrounding the change to foster a positive acceptance of change.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- 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 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 Project Manager HCMS.
SELECTION CRITERIA

**Essential**

- Qualifications and training equivalent to a postgraduate degree in business management or related field; or an equivalent combination of relevant experience and/or education/training.

- Extensive experience in both operational and consulting change management roles supporting large scale system and business process transformation change initiatives with multiple deliverables.

- Passion for developing creative ways to optimise engagement and learning, and proven experience applying innovative and creative solutions to resolve identified issues and to drive change adoption.

- Ability to measure, demonstrate and articulate the change impact to the business, of specific process and service changes and the adoption effectiveness of the change to make these tangible for employees.

- Excellent engagement, relationship building, and expectation management skills with stakeholders of all organisational levels across a diverse and complex environment, to facilitate cooperation and support in achieving outcomes.

- Comfortable with a complete range of current change management tools and techniques, including digital media, and how to use them in an integrated, strategic and creative way.

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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](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.

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