

POSITION DESCRIPTION

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| Position Title: | Change Lead, HCMS Program |
| Organisation Unit: | Strategic Program Office |
| Position Number: | |
| Type of Employment: | Fixed Term until 31 December 2020 |
| 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 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 45th 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 – 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 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://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 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 Resource, Workforce Management and Payroll Systems that will function as the Human Capital Management Solution (HCMS). The role of the Change & Engagement Lead will be to effectively manage the change required to enable the successful deployment and adoption of the HCMS. This position is responsible for leading and managing an integrated approach the stakeholder management, communications, training, system deployment and use of sustainable support structures needed to effectively drive adoption of the new service model, HR systems and processes.

Duties

Duties and responsibilities include, but are not limited to:

- Lead the Change Management workstream of the program. Steering the scope and shape of work, ensuring cross University links are made, Oversee the management

of all change management aspects of the program lifecycle including planning, benefits realisation and closure

- Develop the change management stream section/s of the program plan
 - Assist in the definition of project scope and objectives, involving all relevant stakeholders
 - Create and maintain comprehensive program documentation
 - Ensure program milestones and other deadlines are met
 - Assist in the preparation and development of committee papers to maintain effective program governance.
- 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 maximises employee adoption and usage and minimizes resistance.
 - Identify and manage program stakeholders:
 - Quickly understand the complexity of the University's structure and the unique characteristics 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.
 - Create and enable reinforcement mechanisms and celebrations of success.
 - Champion innovative and creative ideas to help drive change.
 - 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.
 - Engage with the implementation partner and 3rd party suppliers on functional aspects of the program
 - Maintain a productive working relationship with internal and external stakeholders
 - Take a lead role in the change network
 - Any other duties as reasonably directed by your 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

- 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.
- 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.
- 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
- 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.
- Excellent people management skills, with a demonstrated ability to manage, motivate, mentor and lead a team of staff in a changing environment with deadlines and tight timelines.
- Demonstrated high level of accuracy and attention to detail and quality and timeliness of completed work, including written reports and presentations. Effective oral and written communication skills for a diverse audience.

- Ability to work autonomously and be self-motivated, combined with a high level of initiative, drive and enthusiasm. Strong work ethics and willingness to go the extra mile to accomplish tasks in a fast-paced environment.
- Commitment to upholding the University's values, and with the outstanding personal qualities of openness, respectfulness and integrity

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.