POSITION DESCRIPTION

Position Title: Change Management and Training Manager
Organisation Unit: Governance and Risk Division
Position Number: 3042202
Type of Employment: Full-time, Fixed-term 12 months
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 (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

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 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 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 will have further success in this area as an important strategic aim going forward.

Organisational Environment

The Governance and Risk Division provides leadership, strategic direction and management to enable effective and efficient governance and risk management towards delivering the University’s planned outputs and outcomes.

The Division is responsible for the development and management of the University’s enterprise-wide governance, risk management, compliance and procurement frameworks facilitating their adoption, and providing assurance on their effectiveness.

The Division comprises the following specific functions and teams:

- Enterprise Governance
- Enterprise Risk Services
- Enterprise Insurance Services
- Enterprise Compliance Services
- Enterprise Procurement Services
- Corporate Services
- Internal Audit

Enterprise Governance Services is responsible for ensuring the University has effective and efficient governance system of internal controls including fit for purpose policies and procedures. This includes providing leadership and support to the Streamlining and Enhancing Policies and Procedures Program. The purpose of this program is to:

- Streamline and enhance University policies and procedures; and
- Provide a process with supporting resources to enable the development of high quality, need-based policies and procedures.

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 primary purpose of the role is to support the change management processes arising out of the Streamlining and Enhancing Policies and Procedures (SEPP) Program, develop training materials on changes to policies for the UQ community and the delivery of that training.
The primary focus will be creating and implementing change management plans, including communication plans to support the review, revisions and rollout of enhanced policies and procedures across the University.

The role will be required to work closely with other significant projects and programs across the University to ensure alignment and minimisation of unnecessary disruptions.

Duties

Duties and responsibilities include, but are not limited to:

Change Management

- Working closely with key stakeholders to develop and support Organisational Change Management strategies and plans arising out of the SEPP Program and changes in policies.
- Help assess the impact of changes arising out of new policies and procedures across the University, using assessments of readiness, technology, performance and organisational culture.
- Assist policy owners in developing change management plans and communication plans to inform, advise and educate their stakeholders about the SEPP Program and in particular the review, revisions and rollout of their enhanced policies and procedures across the University.
- Provide information and high level advice to senior management on changes arising out of the SEPP program and the implementation across the University.
- Establish parameters or key performance indicators to measure the adoption and impact of the new policies and procedures at the University.
- Ensure high level of engagement with stakeholders, including Facilities and Schools and where relevant students, on changes to policies and procedures arising out of the SEPP Program.

Training

- Develop and facilitate the adoption of a training and development framework, comprising high level training strategy and principles, and processes, tools, templates and guidance on how to:
  - Develop function specific training strategies
  - Optimise delivery methods
  - Develop professional training materials including Quick Reference Guides and other reference materials relating to the drafting and implementation of revised policies and procedures
  - Plan and facilitate workshops on policy related matters
- Produce a range of enterprise-level training materials (including training manuals, Fact Sheets, eLearning programs, supporting documents).
- Provide end-user support and training to relevant stakeholders on the use of key governance and risk systems relating to the SEPP Program and other Divisional initiatives.
- Prepare training reports and status updates for senior management and University committees including the preparation of papers, reports and associated communication.
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 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 Director, Governance and Risk.
SELECTION CRITERIA

Essential

- Postgraduate qualifications and extensive relevant experience; or extensive experience and management expertise in technical or administrative fields; or an equivalent combination of relevant experience and/or education or training.

- Experience in applying expert change management knowledge and a solid understanding of how people experience change to effectively lead and undertake complex change programs, which have critical importance and significant impact on organisational objectives.

- Extensive experience in business process re-engineering, process and technology development, transition and strategic planning.

- Superior interpersonal skills with the ability to build and maintain productive relationships with the ability to communicate, negotiate, network and consult with key stakeholders.

- Demonstrated experience in developing education and training materials to facilitate the required training in the appropriate modes at the appropriate levels;

- Proven ability to work collaboratively with team members and complete tasks by managing priorities within defined timeframes.

- Demonstrate personal responsibility in meeting objectives, including the ability to recognise and resolve issues impacting on the achievement of required outcomes.

- Knowledge of, and/or demonstrated ability to acquire and apply knowledge of, University governance frameworks.

- Knowledge and understanding of University policies and procedures or the ability to acquire this knowledge.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au

Applications are also encouraged from women.

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