POSITION DESCRIPTION

Senior Change Analyst, Digital Assessment Program

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<th>Position Level</th>
<th>L8</th>
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<tr>
<td>Faculty/Division</td>
<td>DVC-Academic and Student Life</td>
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<tr>
<td>Position Number</td>
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<td>June 2021</td>
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Position Summary

The Senior Change Analyst, Digital Assessment Program (DAP) plays a key role within the Pro Vice-Chancellor Education & Student Experience (PVCESE) portfolio, innovation pillar, Educational Delivery Solutions theme, Digital Assessment Program in driving adoption and acceptance of the chosen assessment platform, Inspera. The adoption of Inspera across the institution, is a key enabler in enhancing the student experience and positioning UNSW as a sector leader in providing onsite and digital learning aligned with the portfolio Education & Student Experience strategy and the UNSW 2025 Strategy.

This involves working with the DAP-PI Change Manager, key Faculty contacts (Faculty Deputy/Associate Deans of Education, academics, TELT Admins, DAP Champions) and PVCESE resources to drive the adoption and acceptance of Inspera institution wide with a key focus on communication, faculty engagement, minimising change impacts and tailoring processes and resources to the identified faculty needs; identifying suitable assessment to be moved onto Inspera; facilitating a change and implementation program for those assessments along with tailored support for staff and students involved.

The role reports to the Change Manager, Digital Assessment Program and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Collaborate on, plan and manage, change projects and initiatives from inception to completion (on time and within budget) including delivery, scoping, broad stakeholder management, monitoring budgets, implementing effective project management and methodology, communications plans, identifying and proactively managing and mitigating risks, reporting and evaluation.
• Support change analysis and change impact assessments to develop and deliver effective change initiatives and reporting, conducting end-to-end process reviews and benefit identification for a range of stakeholders both centrally and in Faculties.

• Collaborate and communicate effectively with stakeholders, demonstrating negotiation skills that promote acceptance of new business processes in support of Inspera adoption.

• Contribute to the development of faculty centred centres of capability in using Inspera, collaborating with members of these Centres, to promote the adoption of Inspera as the preferred digital e-assessment platform for UNSW.

• Develop localised change management plans and materials to support the delivery of initiatives.

• Create internal communications and manage change material across internal support sites.

• Liaise with all relevant internal stakeholders institution-wide including Academic, faculty and divisional staff, students, leadership and management staff to assess change impacts and business readiness.

• Manage internal stakeholders, identify and manage issues and risks relating to stakeholders and report to the Change Lead on the performance of internal stakeholder management against agreed plans to ensure effective stakeholder engagement and proactive issue resolution.

• Contribute to the identification and management of change-related risks and issues

• Work collaboratively with all operational business groups including Faculty professional staff, education developers, TELT Admins, Teaching Support Officers, to understand current and future state processes and to ensure business requirements are translated into documentation.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

• Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience. A qualification and substantial experience in change management, together with business analysis skills, or similar, would be a distinct advantage.

• Demonstrated success developing and implementing change communications, confidently presenting accurate, appropriate and meaningful information to a selected audience, as well as coordinating and facilitating meetings utilising a range of platforms and mediums, in particular digital.

• High-level interpersonal, written, and verbal communication skills, with a customer service focus and the ability to build and maintain effective internal and external working relationships with staff at all levels, including senior stakeholders, across an organisation to achieve successful outcomes.
• Demonstrated experience in effective transformational change and project management in a complex environment with a strong understanding of the educational project environment and program life cycle, documentation, effective budget and resource management and evaluation.

• Sound stakeholder management skills, with the ability to think strategically and identify avenues to promote the adoption of systems in a tertiary institution, influence senior management and liaise effectively with a range of stakeholders to ensure successful outcomes.

• Demonstrated success working effectively, positively and independently in multidisciplinary teams with the capacity to take responsibility, exercise independent judgement and proactively address and resolve complex problems as they arise in a “client-customer” focussed environment often with rigid constraints.

• Proven organisational skills and the ability to operate autonomously while demonstrating strong initiative and a proactive approach to deal with multiple tasks, establish priorities and meet deadlines.

• Advanced level of technological literacy, passion and aptitude for working with a range of computer digital systems and platforms, including Microsoft Office applications and databases eg CRM, Dynamics, Word, Visio, PowerPoint, and Excel.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.