Position Summary

The Change Analyst conducts analysis and develops recommendations for the effective design and implementation of change management plans to embed strategic and operational change across the UNSW technology delivery portfolio. The primary role of the Change Analyst is to conduct change analysis and help develop and implement effective change plans, as well and build business readiness to maximise adoption to strategic, operational and technology change initiatives.

The Change Analyst also supports the Director Engagement and Change in contributing to new approaches and frameworks for managing people-related changes and the impacts resulting from change programs, projects and other initiatives.

The Change Analyst reports to a Change Lead or a Change Manager and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Conduct change analysis and change impact assessments using Change Methodologies (i.e. PROSCI/ADKAR) to inform and support successful change management outcomes.

- Document change impact assessment outcomes to determine the scale of change and associated business readiness to develop a portfolio view of change.
• Conduct stakeholder analysis to identify stakeholder commitment, impact, influence, and engagement to align engagement strategies.

• Provide input and insights into change planning to ensure change management activities align with the needs of the business, identifying risks and mitigation strategies, with recommendations for improvements.

• Consult and collaborate with all operational business groups to understand current and future state, and to ensure business requirements are translated into documentation.

• Prepare status reports of change activities against critical path timelines for key governance bodies.

• Develop key messages for communication planning, and liaising with project team and communication teams to ensure a coordinated communication approach across the UNSW IT.

• Review and analyse change management tools and activities (including leadership alignment, stakeholder engagement, and cultural assessment), and ensure they are relevant and up to date.

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

• Ensure hazards and risks psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility.

Skills and Experience

• Qualifications in change management and/or relevant experience gained in organisational change management gained through any other combination of education, training and/or experience.

• Experience or knowledge of change management program delivery within the higher education sector.

• Relevant experience in planning, developing and implementing change communications for all level of stakeholders.

• Strong analytical and decision-making skills, and Advanced skills in the use of standard office toolsets including word processors, video, spreadsheets, drawing/diagramming tools (such as Excel, PowerPoint, Word and Visio).

• Strong interpersonal skills, with the ability to clearly convey information and ideas through a variety of channels (oral, written, social media) to individuals or groups in an engaging manner.

• Sound stakeholder management skills with the ability to build and maintain effective internal and external working relationships, influence others and liaise effectively with a range of stakeholders to ensure successful outcomes.

• Proven organizational 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.

• Demonstrated success working effectively and collaboratively in a team environment.

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

• Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to
attending relevant health and safety training.

**Pre-employment checks required for this position.**

- Verification of qualifications

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.