POSITION DESCRIPTION

Project Change Coordinator

Faculty/Division | Division of Operations
Classification Level | Professional 6
Hours & Span (Category) | G - Administrative, Clerical, Computing, Professional & Research Staff
Position number | ADMIN ONLY
Shiftwork status | NOT SHIFTWORKER
Allowances | NOT APPLICABLE
On call arrangements | NOT APPLICABLE
Original document creation | 1 May 2024

Position Summary

The Project Change Coordinator supports the successful implementation of technology, process and people changes across the UNSW technology delivery portfolio. The primary role of the Project Change Coordinator is to support the implementation of the WIFI project and associated change, coordination and communications plans.

The Project Change Coordinator also supports the UNSW IT Project and Change Practice in contributing to managing people-related changes and the impacts resulting from change programs, projects and other initiatives.

The Project Change Coordinator reports to the Lead Project Manager and Change Manager and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Stakeholder coordination and management guided by the Project Change Manager, specifically the customisation and issuing of communications building specific to multiple stakeholders.
- Stakeholder coordination of regulatory activities such as ethics and access to restricted areas, including lab spaces across the campus.
- Scheduling of project and stakeholder engagement events, such as townhalls and meetings.
• Coordination of quality control works related to structure cabling and Wireless Access Point installation works to meet UNSW standards.

• Supporting the allocation of tasks and resources for UNSW Networks to respond to NTT requests for switch upgrades of replacement to support new WIFI.

• Supporting the Critical Infrastructure team to proactively resource effort to conduct quality checks on switch labelling and cable patching work.

• Supporting the Work Health and Safety Advisor on cabling partner spot checks for compliance.

• Supporting tasks that “make good” post new WIFI building works between NTT, Cabling Partners and INTREC to optimize time and effort without compromising on quality.

• Check and verify the work of the major delivery partner in delivering migration activities (progress reports, weekly updates, quotes, mobile app data is updated correctly, invoices etc.).

• Organise and coordinate regular Social mini breaks and event to support the health and wellbeing of the team.

• Support any other reasonable project coordination or change tasks that may arise during the term of engagement.

• Provide advice and guidance to stakeholders in consultation with the change lead and on an ad hoc basis.

• Align with and actively demonstrate the Code of Conduct and Values.

• 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 psychosocial or physical health and safety of yourself or others.

**Skills and Experience**

• Detailed oriented, with 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 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.

• 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.