## Position Summary

The Head of Change Management establishes and manages the organisational Change Management Practice within the Enterprise Program Management Officer (EPMO) and the university through best practice change management methods. This role provides change management leadership and expert advice for organisational readiness and is responsible for ensuring that the change capacity of the university is adequately considered when decisions regarding new strategic investments are made.

The role develops methods, techniques and tools to create a high quality,consistent and effective organiational readiness throughout the project lifecycle, building capability acrosss the university in change management and establishing communites of practice.

Key in this role is to form strong relationships with senior leaders, sponsors and project teams through collaboration to establish a view/roadmap of organisational (people) change that incorporates both project and operational activities.

The Head of Change Management reports to the Director, EPMO and has 4 direct reports and manages a pool of change professionals to support the delivery of programs and projects across the university.

## Accountabilities

Specific accountabilities for this role include:

* Lead and manage an enterpise view of change impacts across univeristy initatives, identifying cross-faculty / divisional impacts and interdependencies arising from the change management portfolio.
* Lead the development and analysis of change updates and for EPMO governance and reporting.
* Provide thought leadership and change management advice for complex organisational change needs, actively collaborating with Faculty and Divisonal Leaders to identify change approaches that support a holitistic enterprise view of change.
* Lead and manage a team of change professionals to drive a successful implementation, engagement, consultation, adoption, management and realisation of benefits for the programs of work and initatives across the university.
* Review Strategic Investment Proposals (e.g., Business Cases) to ensure change impacts and resourcing have been captured, considered and communicated to key stakeholders prior to being submitted through the planning governance process.
* Contribute to and build the EPMO Centre of Excellence (COE) through the development and implementation of a pragmatic standard approach to project change and lead the design of change management tools, templates and communities of practice,
* Build enterprise-wide change management capability, capacity, and skills in the impacted areas through coaching coaching/mentoring support for Senior Leaders within the business units to build change capability.
* Work with the UNSW Risk unit to ensure project risks are captured and reported.
* Deputise for the Director, EPMO where required.
* Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](https://unsw.sharepoint.com/sites/values-in-action) and the [UNSW Code of Conduct](https://www.gs.unsw.edu.au/policy/documents/codeofconduct.pdf).
* 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

* Tertiary qualifications in a relevant discipline with extensive experience in leading and delivering effective change management outcomes in large scale transformative programs that include changes to people, organisational structures and culture, technology, process, finance and operations.
* Extensive experience working with different project management methodologies and frameworks in designing change management approaches and deliverables.
* Effective self-leadership, interpersonal and communication skills, and importantly, the ability to influence stakeholders and lead a team of change professionals.
* Excellent skills in planning and prioritising activities with the ability to pivot to manage multiple tasks, establish priorities and meet strict and/or tight deadlines in a complex environment.
* Strong analytical skills and the ability to work systematically to quickly understand complex business and systems, anticipate implications, to identify and advise on fit-for-purpose change approaches and deliverables at an enterprise (whole organisation) level.
* Experienced in understanding of the context and culture of the higher education sector (highly desirable).
* Demonstrated excellent written and verbal communication skills with proven ability to write concisely and persuasively to a wide range of audiences, in particular to governance committees.
* 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.