

# POSITION DESCRIPTION

Infrastructure Services  
University Services

## Change and Communications Manager

POSITION NUMBER	0044041
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 8 - \$99,199 - \$107,370 per annum
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
HOW TO APPLY	<p>Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a>, under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.</p> <p>Indigenous applicants are encouraged to apply.</p>
CONTACT FOR ENQUIRIES ONLY	<p>Tania Finn Angelo</p> <p>Tel +61 3 9035 6799</p> <p>Email <a href="mailto:tania.finn@unimelb.edu.au">tania.finn@unimelb.edu.au</a></p> <p><i>Please do not send your application to this contact</i></p>

For information about working for the University of Melbourne, visit our website:  
[about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)

## THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

## UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

## **INFRASTRUCTURE SERVICES**

Infrastructure Services delivers efficient, sustainable, competitive, innovative and safe campus facilities and information technology services.

The Change and Communications team is located in the Business Improvement and IT team in Infrastructure Services. Business Improvement and IT partner to support and enable transformation of research, learning and teaching, and engagement at the University of Melbourne.

The Change and Communications team provides products and services to support the successful implementation of technology and business change projects. The team supports project teams and sponsors to make better project decisions based on the impacts of change on people, and contributes towards the achievement of benefits by involving and preparing people to accept and adopt change.

## **EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION**

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous strive to service for excellence and reach the targets of Growing Esteem.

## **ABOUT THE ROLE**

### **Position Purpose:**

The Change and Communications Manager is responsible for the design, development and implementation of change initiatives to support specific projects within the University's Infrastructure Services portfolio, and externally to the portfolio as required.

The role provides their expertise to enable the achievement of project outcomes including strategy development, stakeholder management and engagement, targeted communications, executing change plans and assessing change readiness.

The Change and Communications Manager partners with project teams on a day-to-day basis, and makes recommendations on key Change Management decisions to support the realisation of business benefits. The role will play a critical role in driving overall communications where significant innovation, initiative and/or judgement are required.

Under broad direction from the Project Manager and the Manager, Change & Communication, the incumbent works with a high degree of delegated responsibility and authority. The incumbent consults with a wide range of stakeholders across the University, to achieve project objectives. To do this, the incumbent must understand the needs and requirements of the many individuals and groups, internal and external to the University, and facilitate effective linkages between relevant parties and projects.

The role will also contribute significantly to the operation of the Change & Communications Practice.

Reporting line: Manager, Change and Communication

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: Nil

### **Key Dimensions and Responsibilities:**

Task level: Significant

Organisational knowledge: Significant

Judgement: Significant

Operational context: University wide

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

### **Core Accountabilities:**

- Collaboratively plan change initiatives that support the implementation of specific projects and the associated change to the University.
- Complete Stakeholder and Change Impact Analysis identifying the implication of changes on people, processes and systems and make recommendations for implementation.
- Develop and implement the Change Management Strategy and relevant plans such as the Engagement & Communication Plans to drive positive acceptance and adoption of change, and rapid take up of new technologies, processes or operating models.
- Develop and implement change management initiatives to achieve awareness, acceptance and adoption of changes of processes that will affect all stakeholders.
- Provide strategic support and advice to leaders and stakeholders on how to effectively engage and communicate about upcoming change.
- Assess change readiness, identify actions and ensure successful implementation.
- Develop and present project communications, including senior management briefings, staff presentations, and maintaining project webpages, ensuring all communication activities reflect client excellence and responsiveness.
- Engage with Stakeholders on behalf of the project, providing accurate and timely information and advice in both directions.
- Establish and lead working groups as required to achieve stakeholder and end user input and engagement.
- Monitor, maximise and document the realisation of benefits of the project.
- Identify and address change management issues and risks.
- Participate in the Change and Communications Community of Practice.
- Provide input on the effectiveness of Change Management methodologies and strategies.

### **Selection Criteria:**

#### **Education/Qualifications**

1. Postgraduate qualifications or progress towards postgraduate qualifications, or relevant qualifications, with previous experience in Change Management and Communications within a complex organisational environment or an equivalent combination of relevant experience and/or education/training.

#### **Knowledge and skills:**

2. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.

3. Demonstrated ability to understand and evaluate stakeholder needs and represent this in Stakeholder Analysis, Change Impact and Gap Analysis
4. Demonstrated ability to develop and execute change management strategies including Engagement and Communication plans and resistance management strategies
5. Extensive experience in assessing Change Readiness and evaluating the implementation of Change initiatives
6. Demonstrated ability to build and maintain productive relationships both internal and external to the organisation including the ability to build consensus and influence in negotiations across a broad audience.
7. Excellent interpersonal and communication skills, both written and oral, with a demonstrated ability to convey information to and build rapport with stakeholders. Demonstrated experience in various communications channels including digital.
8. High-level problem solving skills and sound judgement in order to develop new approaches to resolve complex issues with diverse stakeholders.
9. Demonstrated ability to work independently or as part of a team contribute positively to the achievement of portfolio and University goals.