

<b>Position Title</b>	Change and Communications Manager
<b>Classification</b>	Level 10 Grade 3
<b>School/Division</b>	People & Culture
<b>Centre/Section</b>	Employee Payment Project
<b>Supervisor Title</b>	Program Director – Employee Payment Project
<b>Supervisor Position Number</b>	
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## **Your work area**

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People and Culture enables the University to implement and deliver its People & Culture strategy to make the University a remarkable place to work, attracting and retaining world-class staff from diverse backgrounds who want to build careers, drive change, provide leadership and create opportunities at an institution renowned for its excellence.

## **Reporting structure**

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Reports to: Program Director – Employee Payment Project

Direct reports: Customer Service Officers, Communications and Training Officer

## **Your role**

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The Change and Communications Manager will play a pivotal role in the program aimed at remediating employee entitlement shortfalls. It will be responsible for developing and implementing comprehensive communication strategies to inform affected employees, as well as creating a supportive web page to facilitate information dissemination and engagement. It will oversee the change management processes, ensuring that all aspects of the program are communicated effectively, and that employee engagement is maintained throughout the project lifecycle.

## **Your key responsibilities**

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Develop and implement a strategic change and communication plan to address employee entitlement issues.

Work with Finance and HR Leads to prepare Executive update reports.

Work with HR, ER and project teams to prepare responses to regulators.

Manage regular updates to key stakeholders and the University's dedicated support web page for the project.

Lead change management initiatives to ensure smooth transition and adoption of new processes and systems designed by the Assurance and project teams.

Collaborate with HR and project teams to align communication efforts with overall project objectives.

Monitor and report on the effectiveness of change and communication strategies and adjust as needed.

Manage payments query inbox and hotline.

Develop training framework including training needs analysis.

Create and deliver training materials.

Other duties as directed.

## **Your specific work capabilities (selection criteria)**

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Relevant tertiary qualification or demonstrated equivalent competency.

Extensive relevant experience leading and executing change management initiatives within large-scale projects, with proficiency in methodologies such as ADKAR.

Excellent written and verbal communication skills, with the ability to translate complex project details into clear, accessible messaging for diverse audiences.

Proven ability to build and manage relationships with stakeholders at all levels, ensuring engagement, collaboration, and smooth communication across project stages.

Strong leadership capabilities, with experience in managing teams and fostering a collaborative environment to meet project milestones.

Ability to assess the impact of changes and develop effective strategies to address potential challenges.

Resilience and flexibility in managing multiple priorities in a dynamic, fast-paced environment.

Proactive approach to personal and professional growth, with a strong commitment to staying updated on industry trends, especially in HR and employee relations.

APMG Change Management, Prosci Change Management, or equivalent certifications are highly regarded.

## **Special requirements (selection criteria)**

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Some after-hours work may be required.

## **Compliance**

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Ensure you are aware of and comply with legislation and University policies.

To learn more about the Code of Conduct, see [Code of Conduct](#).

To learn more about Diversity, Equity and Inclusion, see [Diversity, Equity and Inclusion](#).

To learn more about Safety, Health and Wellbeing, see [Safety, Health and Wellbeing](#).