

## CRM Change Management Lead

Division of Information Technology

Classification	Level 8
Delegation Band	<a href="#">Delegations and Authorisations Policy (see Section 3)</a>
Hours per Week	35
Nature of Employment	Fixed Term
Workplace Agreement	<a href="#">Charles Sturt University Enterprise Agreement</a>
Date Last Reviewed	30 April 2019

### Our University Values



### Our Core Competencies

Charles Sturt University staff are expected to demonstrate the following competencies:

#### **Set Direction and Deliver Results**

- Creating and innovating.
- Delivering results and meeting customer expectations.
- Entrepreneurial and commercial thinking.

#### **Collaborate with Impact**

- Relating and networking.
- Working with people.
- Persuading and influencing.

#### **Lead Self and Others**

- Adhering to principles and values.
- Deciding and initiating action.
- Adapting and responding to change.

Division of Information Technology

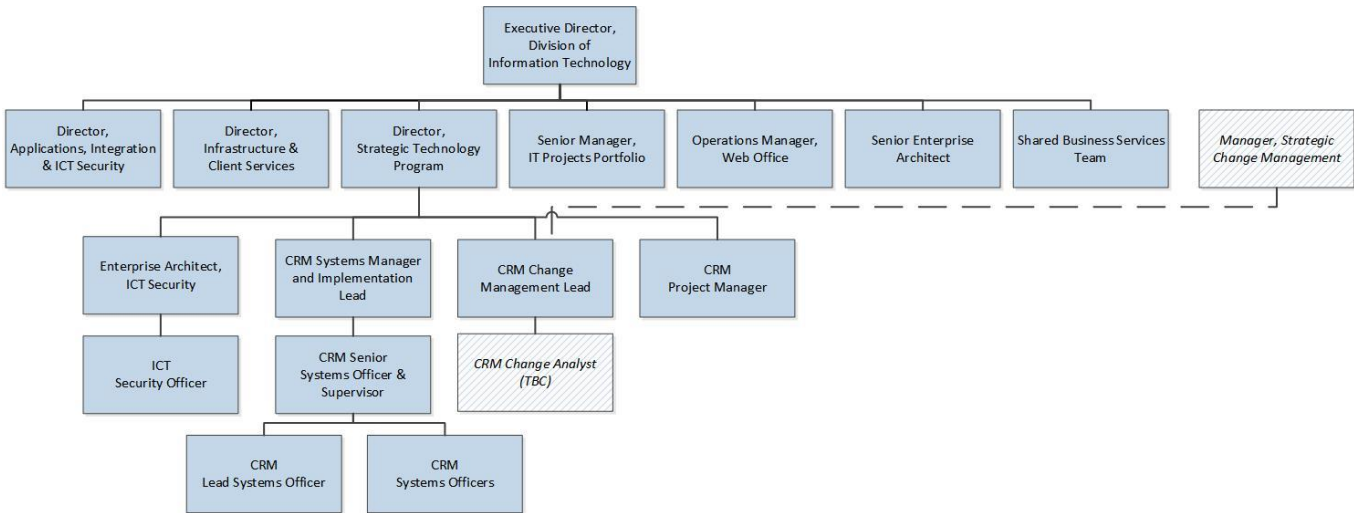
The Division of Information Technology (DIT) is responsible and accountable for the strategic management, development and support of information and communications technology (ICT) across the University, and the provision of related services to all staff and students of Charles Sturt University.

Areas of responsibility include:

- The Charles Sturt University website and online environment for students and staff
- Desktop, mobile device and computer supply and maintenance, and staff email
- Access and Logins, Help and Support Desk
- Enterprise mobility technology
- Security and Risk Management in relation to technology and data
- Enterprise wide application and integration services, including corporate software and support
- Network and Internet services
- Enterprise Architecture services, strategic engagement and advice
- Computing facilities, including Learning Commons, Library and computing laboratories
- Communication services, including telephones, voicemail and video conference facilities
- Audio visual services and teaching space technology
- Staff IT training, inductions and IT orientation

DIT is committed to a strong service culture. It focuses on delivering ‘fit for purpose’ quality services to the University community. DIT is responsible for the execution of the Technology Improvements (TI) Plan, and works in partnership with organisational units and external providers in the delivery of projects. The programs and projects are prioritised by the senior executives in alignment with University Strategy, strategic objectives and business value. DIT also supports the project management activities, and provides budget, expenditure, schedule, contract and resource information.

Organisational Chart



## Reporting Relationships

This position reports to: Director, Strategic Technology Program, Division of Information Technology. This role also has an indirect reporting line through to the Manager, Strategic Change Management in the Division of Human Resources.

This position supervises: Change Analyst (to be filled if required)

## Key Working Relationships

- Manager, Strategic Change Management, Division of Human Resources
- CRM Governance and Stakeholder Lead
- CRM Project Team and Governance Committee
- CRM Implementation Project Stakeholders and Sponsors
- Other Directors and Senior Managers of various Divisions and Faculties as required
- Internal and External Project Managers
- Key third party vendors

## Position Overview

The CRM Change Management Lead will lead the application of Charles Sturt University's change management framework to undertake risk and impact assessments and the planning for organisational changes related to IT projects. You will ensure stakeholders are engaged, informed and educated, based on their needs, to adopt new ways of working and new technologies to improve organisational performance and student outcomes.

## Principal Responsibilities

1. Develop and implement the CRM (Customer Relationship Management) Project Change Management strategy, using the Charles Sturt University Change Management Framework, focused on the people side of change, specifically impact assessments and stakeholder needs.
2. Lead CRM Project change management activities, including the implementation of the project's change management strategy and evaluating project change management effectiveness and performance.
3. Develop a coalition of change champions across the broad range of CRM Project stakeholders, preparing and equipping managers, supervisors and sponsors to lead and manage project related change.
4. Facilitate stakeholder engagement and alignment of Student Strategy and CRM change management.
5. Provide high level advice and support to CRM Project Executive and Senior Manager change management activities.
6. Supervise and direct change management analysts and trainers engaged in the CRM Project.
7. Provide coaching, education and support to the project team and project stakeholders in applying Charles Sturt University's change management methodology.
8. Lead and conduct change risk/readiness and impact assessments with stakeholders.
9. Lead the development and dissemination of CRM Project change management communications to support project activities and the communication needs of stakeholders.
10. Provide overarching leadership and assist in the delivery of workshops, training, information sessions and coaching sessions with stakeholders to support the transition to new ways of working and the adoption of new technology solutions.
11. Work as part of the project team to lead the implementation of the adoption and usage of a structured change framework and good change practices in support of delivering quality project outcomes.
12. Other duties appropriate to the classification as required.

## Physical Capabilities

The incumbent may be required to:

- Work in other environments beyond the home campus as well as occasional car and air travel. It will include work with a diverse range of staff, students and community members.
- On occasion drive a university vehicle distances up to 500kms per day within the terms of the University's Driver Safety Guidelines and Policy available at <https://policy.csu.edu.au/document/view-current.php?id=184>.

## Selection Criteria

Applicants are expected to address the selection criteria when applying for this position.

### Essential

- A. A tertiary degree in a related discipline, normally requiring at least 8 years' relevant graduate experience either;
  - i. as a Change Analyst within a medium to large sized organisation; or
  - ii. as a professional with relevant experience in the coordination of change management or communication activities within a medium to large sized organisation;or postgraduate qualifications with relevant experience; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Demonstrated experience in change management leadership, including the development and implementation of enterprise project change management strategies.
- C. Demonstrated experience in change management principles, methodologies and tools, and in applying change management processes and tools within technology projects/initiatives.
- D. Experience in assessing the impacts of potential technology and business process changes and developing strategies and plans to support the successful implementation of technology and process changes.
- E. Excellent communication skills with the ability to communicate quantitative and qualitative information to diverse audiences in both verbal and written formats.
- F. Experience in planning and delivering workshops and coaching sessions to assist people to prepare for and transition through change.

### Desirable

- G. Certification in and experience in applying the Prosci methodology and ADKAR or similar structured change management approaches.
- H. Experience in working in an Agile (e.g. SCRUM) project environment and knowledge of formal project management frameworks and processes (e.g. PRINCE2 / PMBOK).
- I. Experience in a Customer Relationship Management (CRM) implementation project.

## **Information for Prospective Staff**

### **Your Application**

E-recruitment is the method by which Charles Sturt University manages its recruitment processes and it is preferred that all applications be lodged using this method. Please refer to [www.csu.edu.au/jobs/](http://www.csu.edu.au/jobs/).

If intending applicants are unable to access this website, please contact the HR Service Centre on 02 6338 4884.

### **Staff Benefits**

Charles Sturt University is committed to providing an employment environment that fosters teamwork, innovation, reflective practice, continual learning, knowledge sharing and opportunities for staff to achieve their full potential. Charles Sturt University is committed to providing a flexible working environment that encourages employees to live a balanced lifestyle, combining work and family responsibilities.

To find out more: <http://www.csu.edu.au/jobs/working-with-us/benefits-and-rewards>.

### **Essential Information for Staff**

- All employees have an obligation to comply with all the University's work health and safety policies, procedures and instructions and not place at risk the health and safety of any other person in the workplace;
- All employees are required to be aware of and demonstrate a commitment to the principles of equal opportunity in the workplace;
- All employees are to ensure the creation and maintenance of full and accurate records of official University business adheres to the University's Records Management Policies; and
- All employees are expected to undertake an induction program on commencement.

Further information regarding the policy and procedures applicable to Work Health and Safety and Equal Opportunity can be found on the Charles Sturt University website <http://www.csu.edu.au/division/hr/>.

Further information regarding the policies and procedures of Charles Sturt University can be found in the CSU Policy Library at: <https://www.csu.edu.au/about/policy>.

The following links are listed from the Charles Sturt University [Policy Library](#) on relevant specific policies:

- [Code of Conduct](#)
- [Staff Generic Responsibilities Policy](#)
- [Delegations and Authorisations Policy](#)
- [Outside Professional Activities Policy](#)
- [Intellectual Property Policy](#)