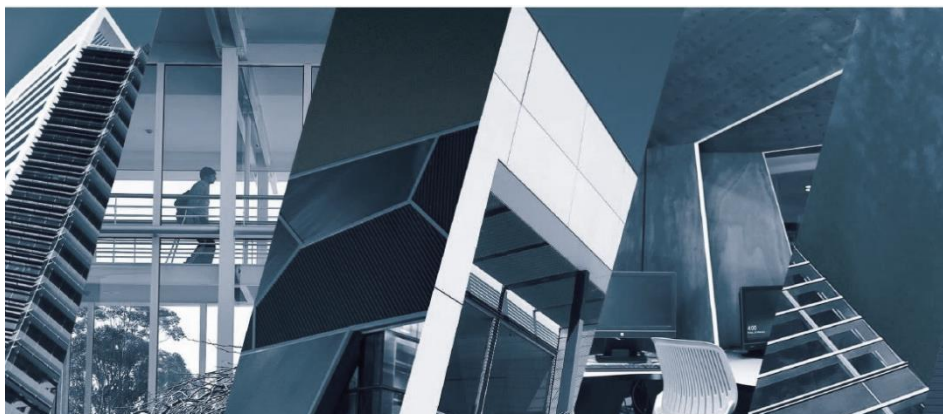


Position Description



Position title:	Change Management Specialist
School/Directorate/VCO:	Chief Operating Office
Campus:	Berwick or Mt Helen Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 8 range
Time fraction:	Full-time
Employment mode:	Fixed-term employment
Further information from:	Sheila Dias, Senior Change Manager, Chief Operating Office Email: s.dias@federation.edu.au
Recruitment number:	851965

Position summary

Federation University is implementing Workday as an ERP solution integrated with a contemporary payroll solution Ceridian Ascender Pay. This is a multi-year University-wide large program of work to deliver a single, simple, secure, and smart platform for all of Federation University's People and Culture (PC) and Finance functions.

The Change Management specialist will play a key role in this initiative by maximising business readiness, employee adoption and proficient usage. The primary responsibility will be implementing the change management strategy and plans, with a strong focus on communications, engagement, and training activities.

The successful incumbent must have the agility, passion, empathy, and innovation to do this in a manner which is inclusive to our end users, bringing them on a tailored and meaningful change journey whereby they successfully adopt and embed the new ways of working, processes and tools and transition smoothly from current to future state.

The position will report to the Program's Senior Change Manager and work closely with the Program team, implementation partners and various stakeholders within the University community, including both professional, Academic and Vocational Education and Training (VET) staff.

Portfolio

Federation University has initiated a university-wide program of work to deliver an ERP solution to provide a single, simple, secure, and smart platform for all of Federation University's People and Culture (PC), Finance and Student Information functions that will:

- ensure all university interactions are seamless.
- provide our people with reliable and accurate information so they can better support, create and deliver transformative education programs; and
- enable our staff to access what they need anywhere, anytime, and however they choose.

It is proposed that the implementation will be conducted in phases over a two-year period and commence with the implementation of a PC and Payroll solution followed by the implementation of Finance, and associated functions that is agnostic to and can link into the ERP solution set.

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our university and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the university's ambition as expressed in the 2021 - 2025 University Strategic Plan and share the University's values of:

INCLUSION, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

INNOVATION, we are agile and responsive to emerging opportunities.

EXCELLENCE, we act with integrity and take responsibility for achieving high standards.

EMPOWERMENT, we create a supportive environment to take informed risks in pursuit of success.

COLLABORATION, we establish genuine partnerships built on shared goals.

Key responsibilities

1. Provide expert input and work collaboratively with the Change Lead to develop detailed communications, engagement, and training plans and engage with stakeholders across the University and from our implementation partners, from all management levels, in person and virtually, individually and in large groups.
2. Identify and document change impacts and relevant mitigating actions, in consultation with functional leads, SMEs and other stakeholders to ensure adequate change management interventions are undertaken.
3. Identify and manage the development of training materials and other artifacts required to support proficient usage by end users, including but not limited to easy-to-understand process flows, step by step instructions, short instructional videos, FAQs, informational boards.
4. Develop and deliver communication, engagement and training activities, including but not limited to reference group consultations, training session logistics, user experience sessions.
5. Lead and coordinate the development and delivery of change and training collaterals, including consultation with SMEs and business stakeholders, completion of review cycles and approvals, managing invitations and attendance and meeting logistics, and deliver training and workshops.
6. Establish and lead a Change Agents Network through Federation University to drive adoption of new practices, processes, and technology.
7. Provide Tier 1 support to end-users during Hypercare, after go-live and facilitate handover to BAU.
8. Other change management duties as required to deliver the change management approach.
9. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
10. Undertaking the responsibilities of the position adhering to:
 - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;

- Occupational Health and Safety (OH&S) legislation and requirements; and
- Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Change Management Specialist is responsible for working collaboratively with the Senior Change Manager and the change team, as well as the broader program team to develop and implement structured change management activities and processes for the program.

This role will have an in-depth knowledge of industry standard change management and an understanding of the issues that are critical for success in relation to the identification and implementation of process and structure changes in a complex environment. Keeping abreast of the latest trends in people and change management approaches coupled with achieving a comprehensive understanding of the relevant University business systems and processes will ensure this role contributes to the successful implementation of PC & Finance Transformation program.

The position will need to operate and deliver within agreed project timelines for the change stream and broader project, documenting, and reporting progress and raising risks as necessary.

Extensive consultation and negotiation with all stakeholders is required in the implementation of change resulting from the program. The Change Management Specialist in conjunction with the Senior Change Manager is accountable for ensuring the expected business outcomes.

Position and Organisational relationships

The Change Management Specialist will work closely with members of all streams of the PC and Finance Transformation Program, including the Change Management and Training team, Functional leads, SMEs, and implementation partners. The project team is mostly based across our Mt Helen (Ballarat) and Berwick Campuses, with some members located interstate and overseas.

The Change Management Specialist will be required to build and maintain internal relationships with staff across all our campuses and portfolios, including the Change Agents Network.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

Training and qualifications

1. Evidence of:
 - Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or
 - extensive experience and change management expertise; or
 - an equivalent combination of relevant experience and/or education/training.

Experience, knowledge and attributes

2. Demonstrated experience, knowledge and understanding of the change management process and strategies to drive faster, proficient, and sustained adoption of change.
3. Demonstrated experience supporting the adoption of complex change programs; University, Workday (or other ERP) experience would be advantageous.
4. Exceptional communication skills, both written and verbal, and the ability to convey complex information to diverse audiences ensuring the change message is clear and understood.
5. Demonstrated experience developing visual content including but not limited to web content, videos, slide decks and posters: experience developing software demo videos would be advantageous.
6. Demonstrated experience in developing and delivering training, presentations, and workshops, managing the logistics and coordination of an engagement and training program within tight timelines.

7. Demonstrated communication, interpersonal and negotiation skills, including proven experience and ability to work effectively in a team or manage diverse stakeholders and contribute to a positive and safe workplace culture.
8. Demonstrated ability to work independently and effectively in a fast-paced environment and handle multiple tasks, prioritising workload and provide timely follow-up and resolution.
9. Demonstrated experience managing change in the context of Projects, including familiarity with project management tools, methodologies and phases of a project lifecycle, and a strong attention to detail.
10. Demonstrated alignment with the University's commitment to child safety.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.