

Position Description

Position Title:	Senior Manager, Change Management
Position Classification:	Level 10 Grade 2
Position Number:	317797
Faculty/Office:	Corporate Services
School/Division:	Services Optimisation
Supervisor Title:	Associate Director, Services Optimisation
Supervisor Position Number:	317796

Your work area

UWA is initiating a program of transformational work to support UWA 2030 and the 2025 Strategic Plan. This includes investing in Business Transformation to further improve administrative and support services to meet the needs of the University's staff and students.

Efficient and agile service delivery is vital to enabling the university strategic objectives. The University's new Business Transformation function is tasked with refining service provision with a focus on quality, simplification and automation improvements while centred on the end user needs.

Reporting structure

Reports to: Associate Director, Services Optimisation

Direct Reports: Change Analyst

Your role

As the appointee, you will, establish and lead strategically a University change management methodology and work collaboratively with University senior leaders in delivering change adoption across multiple projects within the Transformation Program.

Operating under the broad direction of the Chief Digital & Information Officer, you will work in conjunction with the Associate Director, Services Optimisation, to drive and influence a complex change management program, transforming how all services are designed and delivered.

You will collaborate with functional leads to drive change adoption, mitigate risks and derive the stated business objectives and values.

Your key responsibilities

Lead, develop and implement a University change management methodology for people, process and technology change initiatives

Establish and promote a change management capability within the University and provide authoritative advice and coaching, both strategic and operational, to project team members and stakeholders on change issues

Create and implement the transformation program change management strategy to drive adoption of the future state design and facilitate the required cultural change

Lead change impact assessments on the future state design across people, technology, data and process

Contribute and influence as an integral part of the Transformation programs' senior leadership team

Collaborate with functional / project teams to develop high quality training, communication and engagement plans and materials to support the implementation of changes

Collaborate with the project / program team and impacted stakeholders and deliver change management activity in line with the change management strategy

Work with the Associate Director, Services Optimisation to develop, manage and monitor the business benefits produced by the program (both quantitative and qualitative)

Lead and manage a small team of change specialists and change agent network

Other duties as directed

Your specific work capabilities (selection criteria)

Relevant tertiary qualification or demonstrated equivalent competency

Extensive leadership experience in strategic transformation and /or change management programs with a strong process and automation orientation in a large organisation

Excellent interpersonal, written and verbal communication skills with high level consultation and strong stakeholder influencing skills

Excellent planning and organisational skills, in managing and executing multiple concurrent work streams of change, with an ability to set priorities and meet deadlines to ensure completion

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email

Demonstrated ability to lead and manage, demonstrate initiative and work productively as part of a team

Demonstrated ability to understand and articulate complex business processes and build practical change and communications plans based upon those needs

Extensive demonstrated change management expertise including benefits realisation, change adoption, change impact assessments, business readiness, and change management strategies and plans

Demonstrated ability to gain trust and confidence of multiple stakeholders, collaborate, seek input, drive for agreement and obtain closure

Special requirements (selection criteria)

There are no special requirements

Compliance

Workplace Health & Safety

All supervising staff are required to undertake effective measures to ensure compliance with the Occupational Safety and Health Act 1984 and related University requirements (including Safety, Health and Wellbeing Objectives and Targets).

All staff must comply with requirements of the Occupational Safety and Health Act and all reasonable directives given in relation to health and safety at work, to ensure compliance with University and Legislative health and safety requirements. Details of the safety obligations can be accessed at <http://www.safety.uwa.edu.au>

Inclusion & Diversity

All staff members are required to comply with the University's Code of Ethics, Code of Conduct and Inclusion and Diversity principles. Details of the University policies on these can be accessed at <http://www.hr.uwa.edu.au/policies/policies/conduct/code>, <http://www.web.uwa.edu.au/inclusion-diversity>.