

## POSITION DESCRIPTION

<b>Position Title</b>	IT Change and Communication Coordinator		
<b>Organisational Unit</b>	Information Technology Directorate		
<b>Functional Unit</b>	Office of the Director of Information Technology		
<b>Nominated Supervisor</b>	Director of Information Technology		
<b>Higher Education Worker (HEW) Level</b>	HEW Level 7	<b>Campus/Location</b>	Melbourne
<b>CDF Achievement Level</b>	1 All Staff	<b>Work Area Position Code</b>	#
<b>Employment Type</b>	Full-time, Fixed Term (24 months)	<b>Date reviewed</b>	April 2017

## ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

**Mission Statement:** *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

Australian Catholic University (ACU) is both a Catholic University and a public institution within the Australian higher education sector. ACU is an inclusive community which welcomes students and staff of all beliefs. The University is committed to a strong Catholic ethos and seeks to foster and promote teaching and learning, research and scholarship, and community engagement in the Christian tradition. As valued members of our community, all staff members are expected to have an understanding of ACU's [Mission](#) and values and to demonstrate an active contribution to them.

The University shares with universities worldwide a commitment to quality in teaching, research and service. It aspires to be a community characterised by free enquiry and academic integrity.

The University chooses to focus on areas of teaching and research that are closely connected with its particular character as a University that is Catholic, public and national. The focus areas are Theology and Philosophy, Health, Education, and the Common Good and Social Justice.

ACU has over 2,500 staff supporting more than 34,000 students across seven campuses – Adelaide, Ballarat, Brisbane, Canberra, Melbourne, North Sydney and Strathfield.

The structure to support this complex and national University consists of:

- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Students, Learning and Teaching

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Directorate of Identity and Mission drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

The University pursues performance excellence and offers an environment where staff are valued and rewarded. Staff are expected to demonstrate a commitment to continuous improvement and to participate fully in resolving issues to achieve and maintain quality standards relevant to role. Further information about a career with ACU is available at [www.acu.edu.au](http://www.acu.edu.au).

ACU is committed to diversity and social inclusion in its employment practices. Applications from Aboriginal and Torres Strait Islander people, people with disabilities and people from culturally diverse groups are encouraged.

## **ABOUT THE CORPORATE SERVICES PORTFOLIO**

---

The Corporate Services Portfolio enables and fosters an engaging student and workplace experience through services aligned to the Identity and Mission, and the Strategic Plan of the University. The Portfolio is comprised of the directorates of Finance, General Counsel, Governance, Human Resources, Information Technology, Marketing & External Relations, Planning & Strategic Management, Properties & Facilities, Student Administration and the Office of the Chief Operating Officer.

## **ABOUT THE IT DIRECTORATE**

---

Operating within the ACU's Corporate Services Portfolio, the Information Technology Directorate is led by the Director of Information Technology and three Associate Directors and National Manager. The Director is responsible for overall strategic planning and governance, while the Associate Directors and National Manager are responsible for specific portfolios representing the core functions of the Information Technology Directorate. These comprise Strategy and Planning, Applications, Infrastructure and Service Delivery.

The Information Technology Directorate is a professional business unit with a customer service focus. Its vision is to deliver high quality ICT Strategic services to support learning, teaching, research and business functions within the University. The Information Technology Directorate is responsible for the planning, management and delivery of information technology and services across the University to ensure the development and implementation of enhanced delivery systems and infrastructure to support the University Strategic Plan and activities.

## **ABOUT THE OFFICE OF THE DIRECTOR, INFORMATION TECHNOLOGY**

---

The Office of the Director, Information Technology (ODIT) function provides direct support to the Director IT to assist in the effective organisation, communication and administration of the ACU IT function. All roles within the ODIT team will report to the Director IT.

The ODIT team supports the Director IT with administrative and coordination functions including supporting the Director IT with activities relating to people management processes and Organisational Development; IT SharePoint maintenance and website administration; IT Communications and change management (internal and external); financial and procurement management; asset and licence management; information/knowledge management; review of administrative processes and enhancement of systems and processes to deliver efficiencies; benchmarking and reporting and general administration.

## **POSITION PURPOSE**

---

In line with the University's strategic goal of Service Excellence the IT Communications and Change Coordinator is responsible for establishing and implementing a communications and change management framework for the IT Directorate, in consultation with the Director of Information Technology.

This position encompasses corporate communications, organisation change management, delivering projects and IT Directorate business initiatives, with a focus on delivering effective communications, supporting change including changes to university business processes, systems and technology.

The position is responsible for enhancing staff awareness and engagement with IT Directorate activities and initiatives, using various communication methods and channels to ensure effective communication with all key stakeholders, ensuring that IT objectives, jargon and concepts are communicated effectively and are easily understood by diverse University audiences.

## POSITION RESPONSIBILITIES

### Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Principles
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

### Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences ( <a href="#">Capability Development Framework</a> )	Scope of contribution to the University			
		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Provide advice and recommendations to the Director, Information Technology regarding communication and change management strategies and initiatives, engaging with relevant IT Project/Function Managers and other key stakeholders to enhance the user experience and to achieve IT directorate objectives and priorities.	<ul style="list-style-type: none"> <li>• Adapt to, and lead change</li> <li>• Deliver stakeholder centric service</li> </ul>				✓
Develop and maintain effective stakeholder relationships across the University, working with the relevant relevant IT Project/Function Managers to continuously engage with key stakeholders to understand their communication needs, identify any gaps and issues to formulate communications plans that increase awareness and engagement with IT Directorate projects and initiatives.	<ul style="list-style-type: none"> <li>• Deliver stakeholder centric service</li> <li>• Collaborate effectively</li> </ul>				✓
In consultation with the Director, Information Technology develop and deliver Communications framework for IT Directorate to enhance the service experience of customers and end-users.	<ul style="list-style-type: none"> <li>• Communicate with Impact</li> <li>• Know ACU work processes and systems</li> </ul>				✓
In consultation with the Director, Information Technology develop communications plans and initiatives for the Information Technology Directorate, using a range of media, to strengthen communication and engagement across the Information Technology Directorate, and the University.	<ul style="list-style-type: none"> <li>• Communicate with impact</li> <li>• Deliver stakeholder centric service</li> </ul>				✓
In consultation with the Director, Information Technology develop and deliver a Change Management framework (Business Readiness) for IT Directorate to facilitate uptake and usage of product enhancements and new services developed for customers and end-users.	<ul style="list-style-type: none"> <li>• Adapt to, and lead change</li> <li>• Know ACU work processes and systems</li> </ul>				✓

Key responsibilities specific to this position	Relevant Core Competences ( <a href="#">Capability Development Framework</a> )	Scope of contribution to the University			
		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Support effective change management and communication, working collaboratively with Project Managers to ensure that Business Change is planned, communicated and implemented effectively.	<ul style="list-style-type: none"> <li>Adapt to, and lead change</li> <li>Communicate with impact</li> </ul>				✓
Work with relevant IT Project Managers on business readiness activities by conducting impact assessments, developing communications and change management initiatives, developing and delivering technical awareness training to support the delivery of IT projects/ initiatives and ensure a smooth transition to BAU.	<ul style="list-style-type: none"> <li>Adapt to, and lead change</li> <li>Communicate with impact</li> <li>Deliver stakeholder centric service</li> </ul>				✓
Regularly monitor and report on the status of IT project communications and change management plans, and make recommendations to address identified issues and risks.	<ul style="list-style-type: none"> <li>Adapt to, and lead change</li> <li>Communicate with impact</li> <li>Deliver stakeholder centric service</li> </ul>			✓	
Follow Marketing and External Relations internal processes and protocols to ensure consistency of messaging and accuracy, tone and style for all internal and external IT communications.	<ul style="list-style-type: none"> <li>Communicate with impact</li> <li>Deliver stakeholder centric service</li> <li>Know ACU work processes and systems</li> </ul>				✓
Champion communications and change management approaches, and project management methodology to establish good practices to plan and implement sustainable IT business change.	<ul style="list-style-type: none"> <li>Adapt to, and lead change</li> <li>Communicate with impact</li> </ul>				✓
Manage the relevant communication content of IT projects and IT Directorate initiatives in IT SharePoint and IT websites to ensure Project implementations, product refreshes and IT changes are communicated with the least impact to university productivity and continuity.	<ul style="list-style-type: none"> <li>Adapt to, and lead change</li> <li>Communicate with impact</li> <li>Know ACU work processes and systems</li> </ul>				✓
Review work produced by contracted project communications and change management resources, quality checking the communications collateral produced, for assigned IT projects within the IT Directorate.	<ul style="list-style-type: none"> <li>Adapt to, and lead change</li> <li>Communicate with impact</li> </ul>			✓	

## **HOW THE ROLE OPERATES**

---

### **KEY CHALLENGES AND PROBLEM SOLVING**

- Effectively interpret and communicate technical IT concepts and jargon, and translate for communication to a diverse stakeholder base in a way that engages and provides accurate information that promotes staff engagement with IT projects and initiatives.
- Manage the communications delivery for multiple projects and operations simultaneously.
- Support the business readiness (change management) activities for multiple projects and operations simultaneously.
- Develop training for implementation of technical projects for non-technical end-users across geographically dispersed teams.
- Maintain clear communication lines across geographically dispersed teams.
- Read between the communication gaps and determine whether all the necessary information has been provided or whether further research is required to identify reliable sources for accurate information.

### **DECISION MAKING/AUTHORITY TO ACT**

- The position holder provides support and advice on the development and implementation of communication and change management (business readiness) elements of identified projects and priorities.
- The position holder works under the broad direction of the Director of Information Technology to develop and drive communications and change management activities outlined in approved communications plans, which can range from small to large high profile projects across a variety of communication channels such as face-to-face, web, mobile, newsletter etc.
- The position holder is responsible for developing and delivering technical training for non-technical audiences across geographically dispersed teams, in collaboration with the relevant IT Project/Function Manager.
- The position holder is responsible for developing and editing communications to fit the audience and message.
- The position holder gives advice and recommendations to the Director, IT and other IT staff related to communication and change management strategies, and the identification of effective communication channels in response to the Directorate's needs.

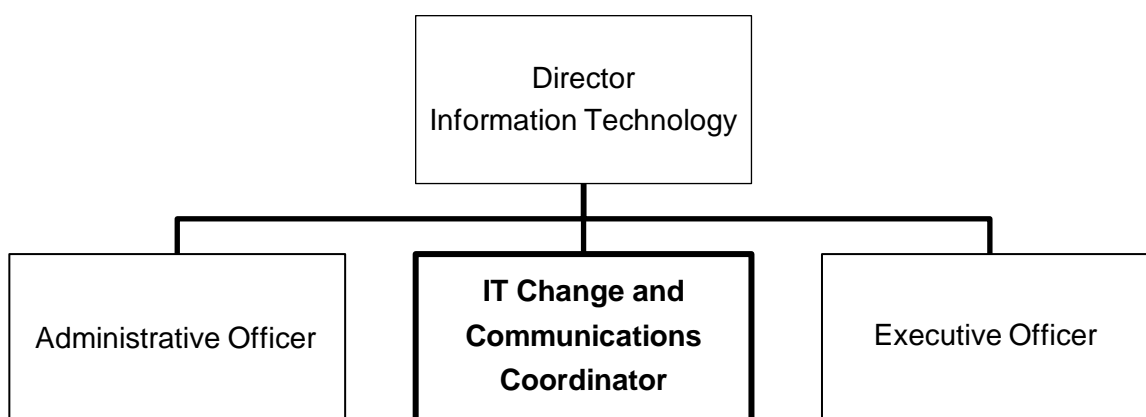
### **COMMUNICATION/WORKING RELATIONSHIPS**

- The position holder builds relationships and communicates regularly with stakeholders across all levels of seniority within the organisation to engage them in activities, projects and initiatives of the IT Directorate.
- The position holder works closely and collaboratively with the Director, IT to develop the strategy for communications and change (business readiness) on IT matters across the University.

- The position holder works collaboratively with IT Directorate staff and other Managers to obtain current and relevant information to support the outcomes of the communications strategy and ensure that changes communicated are seamless.
- The position holder is required to engage and liaise with staff outside of IT on a regular basis to understand the messages required for a diverse audience base.
- The position holder is required to support the work undertaken by the IT Directorate to deliver service targets.

## Skills, Knowledge and Experience (Selection Criteria)

### Reporting Relationships



For further information about structure of the University refer to the [organisation chart](#).

## SELECTION CRITERIA

---

### Qualifications, skills, knowledge and experience

1.	Tertiary qualifications in Communications or Journalism with subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training.
2.	Demonstrated experience in leading or supporting internal communications and change management (business readiness) functions, preferably within Technology environments on IT projects and initiatives.
3.	Excellent written communication skills including the ability to produce communications plans, and write clear, concise text in a language and structure appropriate for various audiences to effectively inform, educate and articulate business initiatives, policies and guidelines to staff.
4.	Demonstrated high quality computing skills, particularly in the use of Microsoft products including Windows, Office, SharePoint, Visio, MS Project.
5.	Demonstrated effective planning and organisation skills, and the ability to work to deadlines and to priorities and be results focused.

### Core Competencies (as per the [Capability Development Framework](#))

6.	Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
----	---

7.	Demonstrated understanding of the impact of change and the ability to create conditions for a smooth transition to changes by inspiring others to adapt to change and acting to make change happen with ACU's interests, strategic goals and Mission at the heart of all outcomes.
8.	Demonstrated ability to communicate with impact and purpose to gain the support of a wide range of stakeholders to create positive impact and successful outcomes.
9.	Demonstrated planning and organisational skills, with the ability to manage several projects at one time, achieve required outcomes and meet deadlines in a high-pressure environment.

**Other attributes**

10.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
-----	--