

<b>Position Title</b>	Change and Communications Manager
<b>Group/Portfolio</b>	Portfolio, Performance & Practice, Digital Solutions
<b>Classification</b>	HEW Level 8
<b>Position Number</b>	00059015
<b>Reports To</b>	Lead Change and Communications Manager
<b>Employment Type</b>	Fixed Term

## 1.0 Position Purpose

Change and Communications Managers define and manage the process for deploying and integrating new digital capabilities into the business in a way that is sensitive to and fully compatible with business operations. They engage and communicate broadly with the stakeholders to drive information transparency, identify, and re-design business processes, and minimise the impact of change; and assess minimum viable change to deliver outcome and incrementally flex to stakeholders' change appetite. They actively contribute to the continual improvement of Change and Communication frameworks, methods and tools. The position may be required to supervise more junior staff.

## 2.0 Eligibility Requirements

- The occupant of this position will hold relevant postgraduate qualifications and extensive experience (5+ years) or an equivalent combination of relevant experience and/or education in Change Management Frameworks and Tools.
- Experience or demonstrated interest in technology-enabled change, including cyber awareness and risk-informed behaviour, and the ability to design behavioural and adoption-focused communications that support understanding and sustained change.

## 3.0 Key Responsibilities

- Develop and implement appropriate change management, communication strategies and associated plans consistent with University culture, resourcing and agreed schedule.
- Manage audiences and stakeholders and expectations in the active execution of change and communication strategies with a high standard of output and hitting critical timelines.

- Lead the identification of user roles impacted by new or amended business processes to develop transition plans that build stakeholder awareness and preparedness for the project deliverables.
- Develop appropriate communication artefacts consistent with strategies, plans and project lifecycle.
- Manage and provide leadership to functional teams and support project management of the change work stream.
- Develop an approved plan of action with milestones for implementation, that provides a sequence of events or steps for implementing and releasing the change into the production environment, a roll-back plan, assigned roles and responsibilities and post implementation validation.
- Build long-term business relationships with key stakeholders (internal organization and external partners) through engagement delivery, networking and services
- Monitor user and business readiness and effectiveness of change and communication activities.
- Ensure activities are undertaken within agreed methodologies and frameworks to maximise effectiveness of plans.
- Lead and promote compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

#### 4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the **Leads Self/Others** section of our [Capability Development Framework](#).