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| **Position Title** | Senior Change Manager |
| **Group/Portfolio** | Office of the COO |
| **Classification** | HEW 10 |
| **Position Number** | 00063629 |
| **Reports To** | Director, Major Projects and Planning |
| **Employment Type** | Fixed Term |

## 1.0 Position Purpose

## The Change Manager is a visionary leader who brings a business lens and expertise in change management and communications to transform and optimise the experience for staff members and other internal and external partners of the University. They lead and manage the implementation of change management and communication strategies. This position will primarily concentrate on communications and change management within the University’s infrastructure planning and the delivery of the Brisbane Central Business District campus (Treasury), while also extending its support to various other projects across corporate services.

## The work will bring a particular focus on cultural change and adopting a highly consultative approach. The role will be required to work with internal University stakeholders, external design, and technical and building contractors.

## 2.0 Eligibility Requirements

* + - The occupant will have at least 5 years of experience in project and change management, along with demonstrated high-level skills in managing similar projects within comparable environments, or an equivalent combination of relevant experience and education/ training.

## 3.0 Key Responsibilities

* + - Consult with multiple broad and diverse stakeholders to assess change readiness and the identification of the change activities needed to deliver planned benefits. Identify potential points of resistance to change and develop strategies to reduce resistance and address doubts and uncertainty surrounding the change to foster a positive acceptance of change.
    - Using appropriate methodologies, develop and execute effective change management and communications strategies and plans that consider and effectively manage/mitigate all business impacts and people-related risks thus minimising resistance and maximising benefits. Consult and coach project teams and the broader business in effective change management.
    - Execute multi-faceted communications and lead the direction of all change management and communications activities related to the successful execution of the Brisbane Central Business District campus (Treasury) ensuring effective change and transition across the University.
    - Establish and maintain strong, collaborative, and productive working relationships with stakeholders to enable change and transformation through conducting a range of activities including impact analyses and change readiness assessments.
    - Develop and implement high-quality communication plans (in conjunction with the relevant communication team/s), across the program of work ensuring timely and consistent messaging for all stakeholders throughout the transformation.
    - Contribute to the continuous improvement of change and program management frameworks, tools, and methodologies across Corporate Services.
    - Develop and deliver training programs and resources for teams that migrate to new working environments such as specialised groups and end users to support new ways of working and enhance engagement.
    - Develop, monitor, and report on return on investment of strategic initiatives and overall performance against strategic objectives.
    - Manage ambiguous and complex business transformation needs and translate these into stakeholder-appropriate solutions. Bring human-centered design, data analytical, change and process improvement skills and approaches to bear on the development and delivery of projects.
    - Contribute to the development and ongoing maturity of change and program management frameworks and tools used across Corporate Services and ensure they align with the broader University. Consult and coach project teams and the broader business in effective transformation.
    - Lead and promote compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice.
    - 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 Others section of our [Capability Development Framework](https://intranet.secure.griffith.edu.au/employment/learning-and-development/specialist-programs/capability-development-framework#framework).