

POSITION DESCRIPTION

Change and Communications Coordinator



POSITION DETAILS

Position Title	Change & Communications Coordinator
Classification	HEW 8
Position Number	TBC
School/Office	Pay Confidence Program
Division	Division of Chief Operating Officer

POSITION PURPOSE

The Change & Communications Coordinator plays a key role in supporting organisational change initiatives by developing and delivering clear, engaging communication strategies. This position ensures stakeholders are informed, prepared, and supported throughout transitions, fostering understanding and buy-in. The role also leverages digital tools and analytics to optimise communication effectiveness and contribute to successful change outcomes aligned with university objectives.

KEY ACCOUNTABILITIES

- Develop and implement communication strategies that support change initiatives and organisational priorities.
- Create clear, engaging content for diverse audiences across multiple channels, including digital platforms.
- Coordinate stakeholder engagement activities to build awareness, understanding, and commitment to change.
- Monitor and analyse communication effectiveness using analytics tools, recommending improvements where necessary.
- Maintain and update content within content management systems (CMS) and ensure consistency with brand and compliance standards.

- Collaborate with project teams and business units to align messaging and timelines with change plans.
- Provide advice and support to leaders and staff on communication best practices during periods of transition.

QUALIFICATIONS, EXPERIENCE AND SKILLS

- A relevant degree in Communications, Marketing, or Change Management OR an equivalent combination of education and experience.
- Demonstrated experience in developing and delivering communication strategies for change initiatives.
- Strong writing and content creation skills for diverse audiences and channels.
- Proficiency in digital tools, including CMS and analytics platforms.
- Excellent stakeholder engagement and relationship management skills.

KEY RELATIONSHIPS

Identify the role's reporting line and any supervisory responsibilities. Then list the key internal and external stakeholders the role must engage with to be successful. Focus on relationships that are critical to delivering the key accountabilities.

- **This position reports to:** Senior Project Manager, Mitigation
- **This position supervises:** NIL
- **Key internal relationships:**
Change Management Team,
Project Teams,
Business Units,
Senior Leaders
- **Key external relationships:**
Vendors,
Consultants,
Service Providers,
Regulatory Stakeholders

CHALLENGES

- Managing competing priorities and deadlines across multiple projects.
- Communicating complex change messages in a clear and engaging manner.
- Building stakeholder trust and commitment during periods of uncertainty.
- Ensuring consistency and compliance across multiple communication channels.
- Adapting strategies to evolving organisational needs and feedback.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: Matthew Bond

Date: 23/01/2026