

POSITION DESCRIPTION

Change & Adoption Manager



POSITION DETAILS

Position Title	Change & Adoption Manager
Classification	HEW Level 9
Position Number	NEW
School/Office	Organisational Change
Division	Office of the Vice-Chancellor & President

POSITION PURPOSE

The Change & Adoption Manager plays a key role in ensuring strategic programs and projects meet their objectives by driving stakeholder engagement and adoption. The role focuses on enabling changes to business processes, systems, ways of working, and culture, ensuring people impacts are understood and well-managed, and roadblocks to adoption are addressed. In the context of multiple strategic change programs being implemented across the University, this role is key to ensuring stakeholders are engaged and supported throughout transitions, to mitigate risk to program outcomes and benefits, staff and student experience, and the University's operations and reputation.

Working within the Organisational Change Team, the position is responsible for creating and implementing change management strategies and plans for the rollout of an enterprise AI platform, including development and execution of comprehensive engagement and training plans.

KEY ACCOUNTABILITIES

- Undertake change impact assessments and stakeholder mapping for strategic programs.
- Independently develop and implement change and adoption plans including stakeholder identification, key messages, engagement plans, and training needs assessments.
- Work with internal communication teams to develop strategic change narratives and ensure appropriate and timely change communications.
- Develop fit-for-purpose change frameworks and tools to support consistent, high-quality change management.
- Build and maintain trusted stakeholder relationships across all levels of the University.
- Work closely with senior leaders, including program sponsors, to support their development

- as change leaders and ensure programs are delivering to stakeholder expectations.
- Facilitate engagement forums with senior leaders and other stakeholders.
- Execute change activities in collaboration with program and project delivery teams, in alignment with program timelines and key milestones.
- Provide regular reporting to governance bodies and senior management on change and people aspects of program delivery.
- Ensure alignment with University strategies and policies related to communication, engagement, organisational development, and people.
- Advise on resourcing needs for major change initiatives based on impact and complexity assessments.
- Lead a small team of change and communication resources, ensuring motivation and commitment to outcomes.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Degree in Management, Business, Communications, Human Resources or related field, and/ or equivalent experience.
2. Demonstrated extensive experience in leading, developing and delivering change strategies for large, complex programs.
3. Demonstrated experience in leading change and adoption for large-scale technology transformation programs.
4. Sound knowledge and experience in the application of contemporary change management methodologies.
5. Experience in developing organisational change frameworks and toolkits.
6. Exceptional stakeholder engagement skills across diverse and complex environments, including experience in working with senior executives.
7. Exceptional communication skills across a wide range of modes and formats.
8. Experience in process design and optimisation.
9. Experience in Higher Education or similarly large and complex organisations, and a sound understanding of the challenges, opportunities and future direction of the Higher Education sector.

KEY RELATIONSHIPS

- **This position reports to:** Director, Organisational Change
- **This position supervises:** NIL
- **Key internal relationships:**
 - Chief of Staff
 - Organisational Change Team
 - Change Communications Officer
 - Strategic Communications team
 - Media and Corporate Communications team
 - Program and project delivery teams
 - Organisational Development team
 - Safety and Wellbeing team
 - Digital Services team
 - Faculty General Managers
 - Senior leaders across the University

CHALLENGES

- Managing change across diverse stakeholder groups with varying levels of readiness.

- Ensuring stakeholders are appropriately engaged in changes, in the context of multiple concurrent and significant changes impacting the University community.
- Ensuring consistent and high-quality change delivery across multiple strategic programs.
- Balancing strategic alignment with operational realities and resource constraints.
- Leading a small team while maintaining delivery momentum and stakeholder engagement.

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: Office for People

Date: 29/05/2026