

Change Manager

HEP Level 9 (12 month position)

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| POSITION NUMBER | 954705 |
| ORGANISATIONAL UNIT | Strategic Project Office |
| POSITION REPORTS TO | Executive Director Strategic Project Office |
| OVERALL PURPOSE | <p>The Change Manager plays a critical role in driving strategic and digital transformation at Victoria University by developing and implementing change management strategies that ensure smooth transitions and maximise the benefits of strategic and digital projects and programs. This includes assessing the impact of changes, identifying challenges, and creating targeted change, communication, and training plans to support user adoption.</p> <p>The role utilises the Change Management Framework, integrates change management activities into projects, and fosters a culture of continuous improvement by gathering feedback and insights from stakeholders. The Change Manager builds relationships, engages senior leaders through strategic communication, and conducts training needs analyses to prepare users for change. Ultimately, this role aims to enhance customer experience and deliver business value, ensuring alignment with Victoria University's strategic objectives.</p> |
| ORGANISATIONAL CONTEXT AND RELATIONSHIPS | <p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ Works closely with the Strategic Project Office, People and Transformation Lead, Program & Project Managers, Communication teams, Business Analysts, and client teams ◆ Works with key stakeholders across the Strategic Project Office ◆ Works with all staff across the across the Strategic Project Office <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ Vendors, other universities or networks. |
| LOCATION/CAMPUS | The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations |

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

People and Culture use only

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

Commitment to Protecting Country:

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

Commitment to Diversity and Inclusion at VU:

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs. Employees who require adjustments are encouraged to discuss their needs with their line manager.

ORGANISATIONAL UNIT

The Strategic Project Office is responsible for ensuring VU has a consistent and best practice delivery approach across a variety of projects, providing streamlined coordination and support. The Strategic Project Office works collaboratively with different areas to develop project and change management functions – leveraging and building upon existing operations and capability and supporting business units to provide a superior student and staff experience. The Strategic Project Office sits within the Enterprise and Digital Portfolio, and reports to the Executive Director, Strategic Project Office.

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Lead, develop, and implement VU's Change Management Framework to support strategic and operational priority programs under the Strategic Project Office's portfolio of work.
- ◆ Lead and develop communications and engagement plans, adopting strategies to engage key stakeholders and the broader University while supporting and engaging senior leaders.
- ◆ Lead change through influence, focusing team efforts on delivering business value and enhancing customer experience.
- ◆ Manage and assess the scope and impact of projects and initiatives to determine and implement suitable change and engagement strategies, clearly communicating objectives, progress, and benefits to stakeholders.
- ◆ Collaborate and advise Program Managers and Project Managers to ensure seamless integration of change management activities across programs and projects.
- ◆ Closely work with all stakeholders including leadership and subject matter experts to assess feasibility of the change program and activities.
- ◆ Conduct training needs analysis to determine training plans and approaches and support the development of relevant training materials in conjunction with project subject matter experts.
- ◆ Establish and manage measurement systems to track change adoption and effectiveness, ensuring user readiness and evaluating potential improvements or process gaps.
- ◆ Identify, analyse, and risk mitigate in consultation with the project team through trusting and established stakeholder relationships.
- ◆ Contribute to the VU Change Management Community of Practice to share best practices, foster collaboration, and build change management capabilities across the University.
- ◆ Contribute to the continuous improvement of content and knowledge base in the Portfolio SharePoint Hub site, particularly regarding Change Management and the Change Management toolkit.
- ◆ Identify, assess, prioritise, and control risks to the health and safety of staff, students, visitors, and contractors, ensuring a safe system of work is developed and followed through appropriate training, supervision, and monitoring in line with the annual OH&S Plan.
- ◆ Perform other duties as directed, commensurate with the scope and classification of the position.

TYPICAL/MAJOR CHALLENGES

- ◆ Exercising high-level initiative and professional judgment in managing complex change management tasks with integrity and confidentiality.
- ◆ Achieving change management objectives within a complex organizational structure while navigating competing priorities.
- ◆ Building and maintaining strong stakeholder relationships to ensure effective support and coordination of change initiatives.
- ◆ Driving continuous improvements and overcoming resistance to change to maximize the benefits of digital investments.
- ◆ Ensuring effective communication and engagement strategies to foster a positive change culture and address stakeholder concerns.

LEVEL OF SUPERVISION

- ◆ Operates under broad direction from the Executive Director, Strategic Project Office. At a project level, is under day-to-day direction from the relevant Program or Project Lead.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Extensive experience in applying change management principles, methodologies, and best practices to drive successful digital transformations within complex organisational structures.
- ◆ Proven ability to manage stakeholder engagement, facilitating discussions and gaining support for change initiatives across diverse groups.
- ◆ Strong understanding of change impacts, including the ability to assess and manage change scope, and develop fit-for-purpose change strategies tailored to specific contexts.
- ◆ Experience in seamlessly integrating change management strategies into comprehensive project plans, ensuring smooth transitions and high adoption rates for digital initiatives.
- ◆ Strong capability in building and nurturing influential internal and external networks to support and champion transformative change initiatives.

KEY SELECTION CRITERIA

Essential

1. Relevant postgraduate qualifications or extensive experience in change management, digital transformation, or related fields.
2. Demonstrated experience in developing and implementing change management frameworks and methodologies to drive strategic digital transformations.
3. Proven ability to manage high-level stakeholder engagement, facilitating complex discussions, and securing executive support for major change initiatives.
4. Experience in integrating change management strategies into comprehensive project plans, ensuring smooth transitions and high adoption rates.
5. Exceptional skills in crafting and executing strategic communication and engagement plans to effectively convey change plans, objectives, progress, and benefits to senior leaders and diverse stakeholder groups.
6. Excellent stakeholder management skills, with the ability to build and nurture influential internal and external networks to support and champion transformative change initiatives.
7. Demonstrated ability to lead, mentor, and inspire cross-functional teams and working groups, fostering a culture of collaboration and high performance to achieve organisational goals.
8. Exceptional organisational skills, with a proven ability to handle high workload volumes, manage competing priorities, and work on multiple projects simultaneously, delivering results within critical timelines.
9. Exceptional written and verbal communication, negotiation, and interpersonal skills, with proven ability to develop and maintain positive working relationships with both internal and external stakeholders.
10. Advanced-level proficiency in the Microsoft Office suite, particularly in PowerPoint.
11. Clear understanding of the University's strategic directions, structure, and decision-making processes.