

# Position description

Greater together 

Position title:	Change Management Lead
Institute/School/Centre/Directorate/VCO:	Project Management Office
Campus:	Mt Helen or Berwick Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 9 range
Time fraction:	Full-time
Employment mode:	Continuing employment
Probation period:	This appointment is offered subject to the successful completion of a probationary period.
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Recruitment number:	JR101083

## Position summary

The Change Management Lead is responsible for driving organisational change management across Federation University and serves as the primary source of advice and guidance on change management practices and principles. This role oversees the ongoing development and continuous improvement of Federation University’s Change Management Framework (FedChange) and champions its adoption across the University through leadership of the Change Community of Practice (CoP).

The Change Management Lead is required to build and strengthen the University’s change management capability by managing Change Managers within PMO, and working closely with the Director, People and Culture, to support broader organisational capability, with leaders across the University.

This position is accountable for managing the utilisation of Change Managers across the University’s transformation portfolio, including recruitment, coaching, and professional development as required. In addition, the Change Management Lead will contribute to the delivery of change initiatives, particularly complex or high-impact projects.

## Portfolio

The PMO sits within the Chief Operating Office’s Transformation, Assets and Commercial directorate. It is responsible for the prioritisation of the ‘right’ strategic initiatives and ensures that they are delivered in the ‘right’ way. It is a centralised delivery capability of project management people, process and enabling technologies.

## Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our University and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as expressed in the 2021–2025 University Strategic Plan and share the University's values of:

**INCLUSION**, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

**INNOVATION**, we are agile and responsive to emerging opportunities.

**EXCELLENCE**, we act with integrity and take responsibility for achieving high standards.

**EMPOWERMENT**, we create a supportive environment to take informed risks in pursuit of success.

**COLLABORATION**, we establish genuine partnerships built on shared goals.

## Key responsibilities

1. Lead, coach, provide expert guidance and support to the Change Management team, manage internal Key Performance Indicators (KPIs), ensuring regular updates are provided to management and steering committees.
2. Drive and manage the overall change resources and delivery planning for major initiatives by;
  - determining, allocating and monitoring staffing resources required to ensure successful progress against project requirements;
  - providing strategic oversight of change capacity, management of change fatigue, and coordination and management of key change partners, champions, and leaders across the organization;
  - providing strategic advice to project sponsors, Senior Management and stakeholders including leadership of broad programs of change within a complex structure; and
  - managing and monitoring individual and team project change status and ensure transparent reporting of status and risk.
3. Take ownership and continuously improve Federation's Change Management Framework, supporting its adoption through effective management of a Change Community of Practice (CoP), provide recommendations and implement improvements.
4. Partner with People and Culture to support holistic organisational change management capability development.
5. Undertake change management delivery on more major, complex and high-risk projects, while ensuring support levels for the team remain appropriate.
6. Provide leadership in operational planning, management, and continuous improvement for the PMO, incorporating feedback and systematic enhancement processes. Champion innovation and advancement in change management practices across Federation University.
7. Provide expert advice, support and training to other delivery resources (project managers and business analysts) within the Project Management Office (PMO), in support of them delivering their project outcomes through improved change management.
8. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
9. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
10. Undertaking the responsibilities of the position adhering to:
  - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
  - Equal Opportunity and anti-discrimination legislation and requirements;

- the requirements for the inclusion of people with disabilities in work and study;
- Occupational Health and Safety (OHS) legislation and requirements; and
- Public Records Office of Victoria (PROV) legislation.

### Level of supervision and responsibility

The Change Management Lead will work under the broad direction of the Director, Project Management Office (PMO) and also with the Director, People and Culture, working with a considerable degree of autonomy on more holistic change management implementation across the University.

The Change Management Lead is responsible for developing and implementing change management processes that integrate seamlessly with the University's Change Management Framework. As well as providing expert change management principles and strategic support and advice on issues that are critical for a successful business transformation, exercising judgement in the development and implementation of change programs, including the required communications, support and training.

A considerable degree of autonomy and collaboration with key stakeholders will be required.

### Position and organisational relationships

The Change Management Lead will report to the Director, Project Management Office (PMO) and will have an informal dotted line to the Director, People and Culture on more holistic change management implementation across the University. The role also works closely with the Associate Director, Project Management Office (PMO) from a resource planning and capacity perspective.

The Change Management Lead will build and maintain internal relationships with the Senior Leadership team, project teams, and key internal stakeholders and functional groups (i.e. Communications).

The role will manage a team of Change Managers (currently 2-3 with the expectation this will grow over time as the function and demand for change management increases).

### Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

#### Training and qualifications

1. Completion of:
  - postgraduate qualifications and extensive relevant experience; or
  - extensive management experience and proven change management expertise; or
  - an equivalent combination of relevant experience and/ or education/training.
2. Formal certification in change management would be advantageous.
3. Hold a valid Employer Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

#### Experience, knowledge and attributes

4. Demonstrated experience in leadership, of teams and of broad change programs in complex environments.
5. Demonstrated experience in providing an inclusive, supportive and growth focused team and corporate culture.
6. Demonstrated extensive expertise of change management principles, methodologies and tools.
7. Demonstrated success leading large-scale, complex enterprise change involving people, process and technology in a complex organisation.
8. Demonstrated agility, passion, empathy and innovation to bring end users on a meaningful change journey.
9. Demonstrated business and commercial acumen, and an in-depth understanding of industry and/or organisational issues and challenges, especially around process improvement and staff performance.

10. Demonstrated ability to manage concurrent complex tasks, shifting priorities and timelines through strong analytical and problem-solving capabilities.
11. Demonstrated excellent communication, consultation, and negotiation skills, including the ability to work collaboratively and liaise effectively with a diverse range of stakeholders on complex issues.
12. Demonstrated ability to exercise initiative, to think strategically and creatively and to adopt an active approach to problem-solving.
13. Demonstrated alignment with the University's commitment to child safety.

***The University reserves the right to invite applications and to make no appointment.***

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*