Position Description: Change Manager

Position Details

Position Title:	Change Manager
Position Number:	NEW
College/Portfolio:	Operations Portfolio
School/Group:	Information Technology Services
Campus Location:	Based at the City campus, but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 9
Employment Type:	Continuing OR Fixed Term Contract
Time Fraction:	1.0 FTE

RMIT University

RMIT is a multi-sector technology, design, and enterprise university with more than 96,000 students and nearly 10,000 staff globally. The University's mission is to help shape the world through research, innovation, and engagement and to create transformative experiences for students to prepare them for life and work.
https://www.rmit.edu.au/about
 https://www.universitiesaustralia.edu.au/university/rmit-university/

Our three main Melbourne campuses are in the city's heart, Brunswick, and Bundoora. Other locations include Point Cook, Hamilton, and Bendigo, two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.
https://www.rmit.edu.au/about/our-locations-and-facilities

We are also committed to redefining our relationship in working with and supporting Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy, and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students, and community. Our three campuses in Melbourne (City, Brunswick, and Bundoora campuses) are found on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage innovative approaches to work and learning, stimulating change to drive positive impact. Please find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.
https://www.rmit.edu.au/careers

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.
https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings

College/Portfolio/Group

The Operations Portfolio enables an integrated, enterprise-wide delivery for best practice student and staff experiences.

The Operations Portfolio incorporates the following business units: Enterprise Projects and Business Performance (EPBP), Communications, People, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Vietnam Operations.

The Operations Portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT strategy to life globally. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

The Information Technology Services (ITS) function provides RMIT University with current and emerging Technology systems and services. Our vision of "unleashing technologies to enable great experiences for RMIT communities" supports a proactive and leading-edge technology ecosystem, mindset, and delivery, empowering the advancement of the University's commitment to advancing Lifelong Learners.

Within ITS function, the relevant groups are:

- **The Office of the CIO** (oCIO) provides strategic and operational leadership and support across Technology, ensuring an effective operating rhythm that is well-defined to enable a capability-led technology function and continuing to develop and mature best in class Technology Governance, Risk and Compliance and Organisational Change Management (OCM). Additionally, the oCIO is responsible for partnering with Finance, Communications and Procurement
- **Portfolio and Planning department**. Handles governance and delivery of approved enterprise and technology projects in line with RMIT and ITS strategy and manages a sizeable portfolio of projects across RMIT Global (Australia, Vietnam, Europe, and partners).

Position Summary

RMIT is seeking an experienced Organisational Change Manager to drive OCM delivery.

As Change Manager, you will be responsible for the development of the organisational change management scope, materials/delivery, stakeholder engagement and communications, for projects you are assigned to. Your role in assessing stakeholder impacts, formulating the necessary approaches and delivering those activities will be critical to the success of the project.

This role is expected to work on larger and/or more complex projects with technology, process and people change impacts.

This role will suit an experienced OCM professional with well-honed skills and an excellent track record of success in supporting complex, dynamic technology projects with diverse stakeholders and interest groups.

Reporting Line

Reports to: Senior Change Manager/ Organisational Change Management Practice Lead
Direct reports: Nil, may have indirect reports

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Apply effective OCM methodologies and frameworks, working within the RMIT Change Management Framework (based on PROSCI).
- Complete any required change activities and artefacts. This can include change impact assessments, stakeholder analysis, developing (or contributing to development of) change management strategies/plans, stakeholder engagement plans, communications strategies/plans, training strategies/plans, and support plans, and handover/embedding plans.
- Lead the delivery of the above plans for specific OCM solutions / activities / materials. Facilitate workshops and deliver briefing sessions to small and large audiences where required.
- Develop and implement plans to measure and monitor the various elements of the change initiative (success measures), identify risk areas and determine appropriate interventions.
- Support risks and issues management and offer solutions, working with Project Managers and Portfolio OCM Practice Lead.
- Ensure OCM solutions are pragmatic, stakeholder/business-led, and deliver quality outcomes, working closely with the Project Manager and key stakeholders.
- Advise and coach business leaders in their role as leaders of change and advise and coach stakeholders, managers and executives on best practice OCM and people impact management.
- Effectively engage, communicate and negotiate with diverse stakeholders and interest groups at all levels across the University. Successfully balance needs and interests and negotiate ways forward, ensuring open two-way communication.
- Contribute to improving the RMIT change management methodology, OCM tools, templates and processes to ensure their effectiveness and support stakeholders through the change journey.
- Contribute to OCM team and practice activities such as regular OCM updates, effort estimations / scoping, and consult requests. Participate in team and Portfolio events as directed.
- May contribute to coaching new / less experienced OCM team members to effectively manage change and engage and communicate with stakeholders using ITS and RMIT strategies and frameworks.
- Other duties as required.

Key Selection Criteria

- Minimum 4 years' strong experience as an OCM practitioner.
- Experience in the application of an OCM methodology (such as PROSCI).
- Experience in OCM end-to-end delivery within projects including Change Impact Analysis, Communications, Engagement, and Learning/Training & Development fundamentals.

- Experience in managing change in complex, ambiguous, dynamic environments.
- Experience in developing and implementing OCM strategy for projects.
- Excellent stakeholder management, negotiation, facilitation and relationship skills, including the ability to work collaboratively with key stakeholders and develop effective relationships with diverse staff at all levels.
- Excellent communication skills both written and verbal: ability to articulate messages to a variety of audiences and all organisational levels, including executive level.
- Outstanding planning and organisation skills along with outstanding levels of productivity in terms of attention to detail, accuracy, time management and speed.
- Demonstrated ability to work autonomously, own tasks/deadlines, take accountability for delivering quality outcomes, manage priorities, and adapt to moving timeframes.

Desirable:
- Exposure to tertiary education sector.
- Experience in OCM delivery for technology/innovation projects.
- People management skills, including experience in coaching other staff.

Qualifications (Desirable)

o Bachelor's degree in commerce, Business, or Organisational Psychology
o Post Graduate qualifications in a discipline of Commerce, Business, or Organisational Psychology.
o Prosci© certification, PCI, Change Management Institute© Master Level accreditation or equivalent Organisation Management Change qualification

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working with Children Check is a condition of employment at RMIT.

Endorsed:	Signature: Name: Title: Date:	**Approved:**	Signature: Name: Title: Date: