



Position Title:	<i>Change Specialist</i>		
Reports To:	<i>Senior Project Manager - Assessment</i>		
Business Unit:	<i>Human Resources</i>	Ref Number: (HR use)	<i>352</i>
Location:	<i>Rosebery</i>		
Employment:	<i>12-18 Months – Full time Fixed Term Contract</i>		
WWC Check:	<i>Not Required</i>	Sales Position	<i>No</i>
Approved By	<i>GE Assessment</i>	Approval Date	

1. ORGANISATIONAL CONTEXT

UNSW Global is the not-for-profit international education and assessment company of UNSW Australia. Established in 1999, the company is a wholly-owned enterprise of UNSW. Its purpose is to promote, support and add value to UNSW Australia and its brand by developing and delivering premium education and assessment offerings around the world. The company operates in areas ancillary to the core business of the University whilst supporting the international initiatives and activities of the University and leveraging the UNSW brand in markets beyond the University's operations.

UNSW Global has two core areas of business expertise:

- educational measurement and assessment
- education and training

These activities are currently managed through the following Business Units:

- Assessment (Educational Assessment Australia (EAA))
- Education (including UNSW Foundation Studies & UNSW Institute of Languages (UNSWIL))

The Business Units are supported and partnered with by a number of functions including business transformation, finance, human resources, legal & compliance and sales & marketing. These functions partner with the business units to ensure business objects are met in an efficient manner. The company also has subsidiary organisations in Singapore and Hong Kong.

2. POSITION SUMMARY

The Change Specialist will play a key role in ensuring change initiatives meet objectives on time and on budget by increasing employee and client adoption and usage. The Change Specialist will focus on the people side of change, including changes to business processes, systems and technology, job roles and organization structures. The primary responsibility will be creating and implementing change management strategies and plans that maximize employee and customer adoption and usage and minimize resistance. The Change Specialist will work to drive faster adoption, higher ultimate utilization of and proficiency with the changes that impact employees.



3. RESPONSIBILITY PROFILE

A. Common Responsibilities:

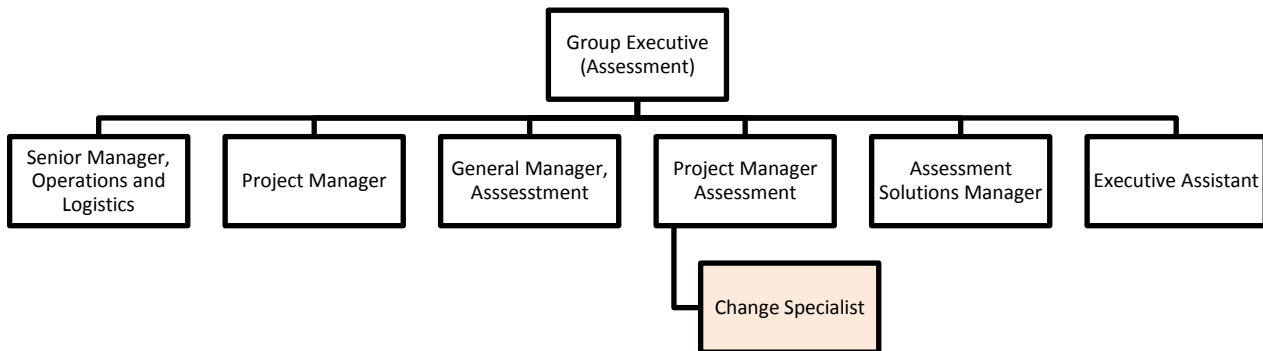
1.	Comply with and promote agreed WHS practices, privacy provisions, agreed codes, policies and procedures, and conduct work in a respectful, safe and efficient manner
2.	Participate in and promote UNSW Global core workplace programs, including, but not limited to, those relating to performance and professional development
3.	Work collaboratively within the business group and across the organisation to promote effective communication and information sharing
4.	Provide appropriate people and / or technical leadership commensurate with seniority / position in a way that demonstrates measurable contribution towards achieving UNSW Global's objectives

B. Key Responsibilities (no more than 12 key areas):

1.	Apply a structured methodology and lead change management activity by applying a change management process and tools to support the changes required by UNSW Global's change initiative
2.	Support the design, development, delivery and management of the communication of change initiatives to maximize employee adoption
3.	Conduct impact analyses, assess change readiness and identify key stakeholders to ensure smooth transition and project proficiency
4.	Provide support and coaching to all levels of staff to assist with integration of changes and employee understanding
5.	Complete change management assessments to provide accurate feedback to stakeholders on implemented stages
6.	Identify, analyse and prepare risk mitigation tactics to minimize risk and resistance and successful outcome
7.	Build and maintain effective relationships with staff and key stakeholders, to ensure an open and transparent flow of information and communication
8.	Apply a systematic process to analyse and break down problems in order to understand key drivers and cause and effect relationships



4. ORGANISATIONAL STRUCTURE



5. APPOINTMENT PROFILE

A. Selection Criteria

To be considered for this role candidates must be able to demonstrate they have:

Qualifications and Experience

Essential:

- Tertiary qualifications in Business/Psychology/HR or related field or Change Management
- Solid experience in a lead change role or transformation program
- Experience in thriving in ambiguous and complex environments
- Experience and knowledge of change management principles, methodologies and tools
- Exceptional communication skills with the ability to engage and work across multiple stakeholders groups
- Ability to clearly articulate messages to a variety of audiences, both internal and external
- Strong organizational skills with the ability to manage projects to deadlines
- Well-developed interpersonal and influencing skills

Desirable:

- Experience in the Education sector highly regarded



Competencies

(Those underlying characteristics of the individual which are aligned with UNSWG’s Values and are critical behaviours for superior performance)

- Demonstrated safety awareness through unswerving commitment to defined safety systems and processes
- Respect and recognition that people have different values and opinions which individuals have a right to hold
- Strong customer focus
- Demonstrated commitment to work and is able to press on even in difficult times
- Constructive communication, ability to clearly articulate issues
- Act with integrity in the workplace exuding trust, honesty, and decency
- Recognises where a team needs to be developed and establish a greater sense of trust between team members
- Displays adaptability and resilience to meet a standard of excellence and complete assigned tasks
- Strong leadership skills and the ability to inspire others
- Preparedness to make difficult decisions where required, and is able to communicate decision to the business

B. Conditions of Employment

Remuneration Basis: *Salary*
Location: *Rosebery*

and all conditions outlined in UNSWG’s Policies and Procedures.

POSITION DIMENSIONS

Number of direct reports	<i>0</i>
Number of direct and indirect reports	<i>0</i>
Financial delegations	<i>0</i>
HR Delegations	<i>0</i>

6. CERTIFICATION

The details outlined in this Position Description are an accurate representation of the responsibilities, accountabilities and appointment factors of the position.

[Insert Approver’s Position Title]

[Insert Date]
