



JOB DESCRIPTION

**Change Management & Communications Lead
Professional 5a
Student Information System Programme
12 Month Fixed Term Contract**

Dublin City University

Dublin City University (DCU) is a leading innovative European University. It is proud to be one of the world's leading Young Universities and is among the world's top 2% globally. DCU is known as Ireland's University of Impact, with a mission to 'transform lives and societies' and focuses on addressing global challenges in collaboration with key national and international partners and stakeholders.

DCU has over 20,000 students in five faculties spread across three academic campuses in the Glasnevin-Drumcondra area of North Dublin. Thanks to its innovative approach to teaching and learning, the University offers a 'transformative student experience' that helps to develop highly sought-after graduates. DCU is currently No. 1 in Ireland for Graduate Employment Rate, and for graduate income (CSO).

DCU is a research-intensive University and is home to a number of SFI-funded Research Centres. The University participates in a range of European and international research partnerships. DCU is also the leading Irish university in the area of technology transfer as reflected by licensing of intellectual property.

As a 'People First' institution, DCU is committed to Equality, Diversity and Inclusion - a University that helps staff and students to thrive. The University is a leader in terms of its work to increase access to education, and is placed in the world's Top 10 for reducing inequalities in the Times Higher Education Impact Rankings.

Overview of the department

In the context of its five-year strategic plan, Talent, Discovery and Transformation 2018-2023, DCU is currently in the process of implementing a cloud-based Student Information System (SIS) to assist our objectives as a globally engaged university. The SIS Programme has a key role to play in the achievement of the University strategic goals, leveraging the affordances of digital technology and

systems integration to enhance the experience of both students and staff, and facilitate operational excellence. The SIS programme has been mobilised in the Office of the Vice-President Academic Affairs to deliver this transformational change.

Role Profile

Working as part of the SIS Programme Team, the Change Management & Communications Lead will lead the Change Management & Communications workstream for the Student Information System (SIS) Programme. This work stream will enable the SIS Programme to deliver a University wide transformation; an end-to-end change which will build the core capabilities within DCU that will deliver new ways of working and significant behavioural change. This will be critical in ensuring that DCU progresses from its current state to the desired state, with the right integration and ownership of the change.

The successful candidate will be expected to identify SIS Programme stakeholders to develop change impact assessments across the University in order to comprehend stakeholder needs. The lead will also have responsibility for conducting change readiness assessments across the University to determine level of awareness and comprehension about the SIS Programme. The lead will assist with the development of the SIS vision and guiding principles. They will in addition be responsible for the day to day line management and professional development of relevant colleagues associated with the workstream.

Duties and Responsibilities

The duties and responsibilities of the position include, but are not restricted to, the following:

- Lead the change and engagement agenda for the SIS Programme from a people experience perspective.
- Define the scope of the change programme, track progress, challenge behaviour positively and embed effective change.
- Develop and adapt the change management strategy, goals and plan.
- Develop the Change Impact Assessment framework, conducting assessments for each project as part of the SIS Programme.
- Facilitate workshops / meetings with stakeholders to align on the SIS vision, goals and benefits of the change.
- Lead meetings with key programme suppliers (including HR, Marketing, Communications, and Information Systems Services) to align on roles / duties, ways of working and agree governance structures.
- Develop a stakeholder analysis framework and carry out assessment.
- Develop and lead a change network across the university. This includes defining roles and duties and developing a support model and resources and facilitating workshops with the network to align on the SIS Programme vision and programme benefits.
- Define readiness criteria and conduct assessments to determine level of awareness and comprehension across the University.
- Hold responsibility for ongoing communications activities, as per SIS Programme Communications Strategy

- Develop baseline KPIs and benefits realisation plan (from a people perspective) and monitor and report on ongoing progress.
- Work with other Delivery Streams through the facilitation of workshops and events.
- Advise on approach to business service transition, monitoring staff engagement and dedication during the transition period, in order to ensure stability is ongoing.

The above attempts to outline in a broad way the range of duties associated with this post. While not being exhaustive, it does attempt to indicate the range and level of duties associated with the post.

Qualifications and Experience

- A primary degree or equivalent in a related field is required.
- A postgraduate qualification is desirable.
- A minimum five years' relevant experience, at managerial or specialist level, in a large organisation.
- Experience in Organisational Change Management, Change Impact Assessment, Change Readiness and Communications approaches.
- Experience in working with Leaders and the ability to develop strong working relationships across the University.
- Ability to work autonomously with ownership of outcomes for key projects.
- A proven track record of delivering complex programmes of work, using structured Project Management skills and an ability to prioritise and handle multiple tasks.
- Excellent teamwork and collaboration skills, with experience in leading and developing others.
- Strong risk management discipline to identify, escalate, mitigate and manage SIS programme risks.
- Excellent communication, presentation and facilitation skills.