



## **JOB DESCRIPTION**

### **Change Management & Communications Lead (Administrator I) Human Resources Department Fixed Term Three Year Contract**

Dublin City University [www.DCU.ie](http://www.DCU.ie) is a young, ambitious and vibrant University, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education. DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

#### **The Human Resources Department (HR)**

HR provides a comprehensive human resources service to approximately 3,400 staff based in the Faculties, Departments, Research Centres and Campus Companies of the University. It is responsible for managing the employee life cycle from the initial application and appointments process to the end of their employment with the University while also providing support to its retired community of c. 460. Also, HR plays an important role in the governance, management committees and project groups of the University.

The HR Mission for the University and its staff is to be an employer of choice that builds a staff community where each of its members can flourish and thrive in a work environment that is stimulating, rewarding and respectful, with each having the opportunity to achieve their full potential and successfully contribute to the University's goals.

## **The Learning and Organisation Development Section, HR**

The Learning and Organisational Development Section, HR is currently comprised of a team of eight. A major focus of the team is to design and manage the implementation of organisational development initiatives to meet specific needs identified through the university's Strategic Plan, sectoral initiatives and the university's overall ambition for excellence. It is envisaged this focus will grow considerably over the short to medium term.

Also, the role of the team is to develop and deliver a comprehensive set of learning and development programmes to meet the professional and career needs of staff. The professional development of staff is addressed through the annual Learning and Development Schedule which includes up to 70 courses ranging from classroom base workshops to extended blended learning programmes. The team also provides an internal consultancy service to assist heads of schools/units and managers in identifying solutions to their specific needs, whether this be through the engagement of external consultants or the design of bespoke interventions.

### **Role Profile**

The Change Management & Communications Lead will lead the Change Management & Communications work stream 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 progress from its current state to the desired state, with the right integration and ownership of the change. The role will be a core part of the Human Resources department drawing on the expertise of the department in managing People change.

The Change Management & Communications Lead will be expected to identify SIS Programme stakeholders to develop change impact assessments across the University in order to understand stakeholder needs. The lead will also have responsibility for conducting change readiness assessments across the University to determine level of awareness and understanding about the SIS Programme. The lead will assist with the development of the SIS vision and guiding principles. The Delivery Stream lead will be responsible for the day to day line management and professional development of relevant colleagues associated with the work stream.

### **Duties and Responsibilities**

Reporting to the Head of Learning & Organisational Development and the SIS Programme Director, the SIS Change Management & Communications Lead responsibilities will include (but not be limited to):

- 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, objectives and plan in conjunction with the Head of Learning & Organisational Development as the Change Sponsor.
- Develop the Change Impact Assessment framework, conducting assessments for each project as part of the SIS Programme.

- Facilitate workshops / meetings with the Change Leadership Team to align on the SIS vision, objectives and benefits of the change
- Lead meetings with key programme suppliers (including HR, Marketing, Communications, and Information Systems Services) to align on roles / responsibilities, ways of working and agree governance structures.
- Develop a stakeholder analysis framework and carry out assessment based on existing insight and input from the Change Leadership team.
- Develop and lead the Change Network, including: roles, responsibilities and ways of working. Provide the Change Network with appropriate support and resources, including a 'Change Management Toolkit and facilitate 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 understanding across the University.
- 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.
- Maintain a strong relationship with the Learning & Organisational Development team to collaborate, share best practice and knowledge.
- Collaborate with other Delivery Streams through the facilitation of workshops and events (such as the 'Student Experience' assessment).
- Advise on approach to business service transition, monitoring staff engagement and commitment 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**

- A primary degree or equivalent in a related field is required.
- A postgraduate qualification is desirable.

### **Knowledge and Experience**

- A minimum five years' relevant experience, at managerial or specialist level, in a large organisation.
- Experience in Organisational Change Management, Change Impact Assessment and Change Readiness 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.

**Mandatory Training**

The appointee will be required to undertake the following mandatory compliance training: GDPR and Compliance. Other training may need to be undertaken when required