

Job Description

Job Title:	Change Management Advisor
Department:	Office of the Associate Provost, Human Resources
Reports To:	Associate Provost, Human Resources
Jobs Reporting:	None
Salary Grade:	USG 12
Effective Date:	May 2018

Primary Purpose

Reporting to the Associate Provost, Human Resources the Change Management Advisor has primary responsibility for implementing change management strategies and plans that maximize stakeholder buy-in and minimize resistance to change. Responsibility for supporting change management for organizational transformation and improvement projects to enhance individual, team and organizational performance and support for organizational culture in achieving the university's mission, vision and strategic goals.

Key Accountabilities

Partners with university leaders in implementing change management strategies and plans to support major organizational changes to ensure change initiatives align with the university's mission, vision and strategic goals:

- Designs, implements and delivers change management solutions that focus on people, processes and technology in order to improve organizational performance
- Facilitates meetings, focus groups and "interventions" to accurately identify resisters to change and implements mitigation strategies to increase adoption
- Conducts impact analyses, assesses change readiness and identifies key stakeholders
- Identifies, analyzes and prepares risk mitigation procedures including identifying the most expected and potential points of resistance to change

Facilitates the effective implementation special projects through change management initiatives in relation to the University's Strategic Plan:

- Creates partnerships and works collaboratively with Faculties and Non Academic Units to achieve the goals of the University's Strategic Plan and departmental plans
- Collaborates with and provides change management advice to key stakeholders in the implementation of the University's Strategic Plan and departmental plans
- Partners with stakeholder groups, including departmental/faculty leaders and human resources to ensure a holistic approach to change management
- Conducts regular reviews of project progress made towards goals and objectives
- Participates in the HR/OHD Management meetings in developing both the short and long term plans in accordance with the university's strategic plan
- Ensures delivery of timely, clear communication on change management initiatives through news and data updates

Job Description



Provides advice and support on a wide array of projects and strategic initiatives:

- Analyses and measures change management processes to ensure delivery against strategic targets
- Establishes client focused solutions and continuous quality improvement
- Proactively manages all client relationships
- Implements University wide change management initiatives and makes recommendations for ongoing improvement
- Partners with Human Resources to provide client support in the area of change management
- Delivers timely, clear communication on change management initiatives, news and updates to client groups
- Defines and measures success metrics that provide strategic insight and measure change progress
- Supports training efforts by providing input to the design and delivery of the training and documentation
- Integrates change management activities into project plans
- Elicits feedback regarding the effectiveness of change management initiatives and, where appropriate, modifies activities
- Supports the design, development, delivery and management of communications

Develops and maintains a positive and constructive change management climate

- Provides advice and guidance on the implementation of change management strategies
- Coordinates change management activities with campus partners
- Provides advice and guidance on establishing a change management framework across campus
- Develops effective working relationships across campus with senior leaders, UWSA, FAUW and CUPE 793

Required Qualifications

Education

University undergraduate degree or equivalent experience; Master's degree preferred
Change Management or Organizational Development Certificate from a recognized institution (i.e. Prosci. ADKAR)

Experience

5+ years' experience in organizational development or generalist function
Prior experience with major organizational changes
Experience working on large scale change management initiatives, with experience using a variety of project management methodologies
Experience translating change strategy into tactical outcomes
Experience and knowledge of change management principles, methodologies, tools and metrics
Program and Project management experience

Knowledge/Skills/Abilities

Team player adaptable to a changing environment
Ability to develop effective working relationships and influence all levels of the organization
Ability to remain calm under pressure
Results oriented with an ability to create recommendations and challenge assumptions
Strong oral and written skills
Demonstrated ability to manage confidential and sensitive information in a professional manner
Flexible and adaptable, able to work in ambiguous situations

Nature and Scope

- **Contacts:** Internally, communicates with senior leaders, staff , faculty and union representatives.
- **Level of Responsibility:** The Change Management Advisor is responsible for partnering with University Faculties and departments to support change management efforts. This role is expected to work independently.
- **Decision-Making Authority:** Responsible and accountable for the effective implementation of change management initiatives and special projects as directed by the Associate Provost, Human Resources. The Advisor is expected to be self-directed in exercising judgment and discretion consistent with the range of responsibilities and accountabilities outlined above.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a position exposed to stress and pressure in a fast-paced work environment.