

POSITION DESCRIPTION

Position title	Principal Project Officer (Change)
Reference number	UQC_017_10_26
Type of employment	Fixed Term (6 Months)
Classification	UQC Admin 6
Remuneration	\$106,709.01 - \$116,198.52

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer, and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff, and alumni. For more than a century, UQ has educated and worked with outstanding people to deliver **knowledge leadership for a better world**.

Today, UQ ranks among the world's top universities and is consistently recognised as one of the top 5 universities in Australia. UQ is one of Australia's Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. Its major campuses are at St Lucia, Gatton, and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes.

UQ COLLEGE

UQ College Limited is a wholly owned subsidiary company and Registered Training Organisation (RTO) for the University of Queensland (UQ). UQ College provides domestic and international students with access to further and higher education through a range of pathway programs. These include English language, Foundation, Tertiary Preparation, and Bridging Programs, plus Vocational Education and Training (VET) programs.

For more information, visit <https://www.uqcollege.uq.edu.au/>

DUTY STATEMENT

Primary purpose of position

The primary responsibility of the position is to coordinate and deliver change management and communication activities that support the successful implementation of project outcomes. Working as part of the project team, the role develops and executes stakeholder engagement,

communication, training and business readiness activities to support the adoption of new systems, processes and ways of working.

The position works closely with project leads, subject matter experts, business representatives and impacted stakeholders to ensure project deliverables are effectively transitioned into operational environments and that users are prepared, informed and supported throughout implementation. This role applies agreed project methodologies and contributes to achieving project outcomes through effective engagement, communication and adoption activities.

Duties

Change Delivery

- Deliver change, communication and adoption activities that support successful project outcomes.
- Develop, coordinate and deliver stakeholder communications and engagement activities.
- Monitor and escalate adoption risks, issues and stakeholder concerns.
- Support implementation, transition and go-live activities.
- Report on business readiness, adoption and outcomes.
- Contribute to benefits realisation and post-implementation reviews.

Stakeholder Engagement and Communications

- Build effective relationships with stakeholders and business representatives.
- Facilitate engagement activities, workshops and feedback sessions.
- Develop and deliver project communications and engagement plans.
- Prepare stakeholder updates, presentations and communication materials.
- Ensure communications are accurate, timely and aligned to project objectives.
- Monitor feedback and recommend engagement actions.

Training and Business Readiness

- Deliver business readiness and implementation support activities.
- Develop user guidance, training materials and support resources.
- Facilitate training, demonstrations and user engagement activities.
- Identify training needs and support adoption planning.
- Deliver and coordinate user support during implementation and post-go-live.

Other

- Comply with the UQC Staff Code of Conduct and The University of Queensland's Code of Conduct.
- Work in alignment with Queensland occupational health and safety legislation and related responsibilities.
- Ensure compliance with the *Education Services for Overseas Students Act 2000*, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and associated policies, procedures and processes.

- Treat all students, including young learners, with respect and address concerns promptly; uphold UQC's child and youth safety policies.
- Adopt sustainable work practices in accordance with sustainability responsibilities.
- A valid Queensland Government Blue Card (Working with Children Check) is a mandatory requirement of this role.

Reporting Relationships

The position reports to the Associate Director, Projects, Data and Systems

SELECTION CRITERIA

Essential

- Relevant qualifications in Communications, Business, Project Management, Change Management or a related discipline, or an equivalent combination of education and experience.
- Demonstrated experience delivering communication, engagement and change activities within project environments.
- Experience preparing high-quality communication materials for diverse stakeholder groups using a range of communication channels.
- Strong stakeholder engagement skills and the ability to build effective working relationships across multiple business areas.
- Experience coordinating workshops, training sessions, information briefings or stakeholder consultations.
- Well-developed written and verbal communication skills with strong attention to detail.
- Strong organisational skills and the ability to manage multiple activities and competing priorities.
- Demonstrated ability to work collaboratively in project teams and deliver outcomes within established timeframes.

Desirable

- Experience within the higher education, government or complex service sector environment will be highly regarded.
- Experience supporting organisational change, business transformation or system implementation projects.
- Knowledge of change management methodologies and practices.

Questions?

For more information about this opportunity, please contact **Nathan Benson** at nathan.benson@uqcollege.uq.edu.au. For application queries, please contact hr@uqcollege.uq.edu.au stating the reference number (UQC_017_10_26) in the subject line.

Want to Apply?

Please apply via Seek. It is a requirement that you attach the following to your Seek application:

- Cover letter addressing the selection criteria (no more than 2 pages), and a

- Resume.

Applications submitted after 11pm AEST on 4 November 2026 may not be accepted.