



<b>Job Title</b>	Director, Change Management	<b>Job Code</b>	AS0426
<b>Pay Plan</b>	A&P	<b>Pay Grade</b>	23
<b>Union</b>	Non-Union	<b>FLSA Status</b>	Exempt
<b>Job Family</b>	Administrative Management and Services	<b>Union Code</b>	0
		<b>Subfamily</b>	Project Management

**Job Family & Subfamily Summary**

**Administrative Management and Services Professionals** provide administrative support and assistance to one or many departments, administrative areas or executives.

**Project Management Professionals** perform duties related to the life cycle of specific projects from initiation through planning, execution, and project closing.

**Job Summary**

Ensures strategic university-wide project objectives are met through increasing employee adoption of, and success with, new processes, systems, technologies, job roles, and organizational structures. Develops and implements strategies and plans for communications, training, and organizational readiness and adoption related to enterprise projects.

**Representative Duties**

**1. Strategy**

- Serves as a change management expert and leader in implementing change management best practices
- Partners with campus leaders to develop and implement institution-wide change management strategies for organizational, business processes, and technology changes
- Develops a comprehensive change management strategy and methodology for organizational, business processes and technology changes that will ensure readiness for and adoption of changes in the organizational structure, reporting lines, roles, business processes and technology tools
- Identifies and recommends risk mitigation options and contingency plans
- Works with change liaisons, business owners and subject matter experts to understand the current state and how future state policies, processes and procedures will impact the university

**2. Communication**

- Leads the design, development, delivery, and management of communications
- Works with functional project teams and subject matter experts to construct message content
- Manages the communications matrix to ensure efficient and effective development, approval, and delivery
- Designs, creates and manages project website
- Facilitates the answering of questions via the project web site
- Partners with the UCF Marketing and Communications team to ensure consistency of messaging

**3. Readiness**

- Conducts impact analyses, assesses change readiness, and identifies key stakeholders and subject matter experts
- Executes change assessments using best practice tools and techniques such as surveys, focus groups, interviews, and workshops
- Plans and leads meetings to socialize changes. This includes identifying participants, scripting, scheduling and logistics, and defining the message and desired outcomes
- Works with project teams and subject matter experts to integrate change actions into actual overall project plans
- Identifies performance and resistance gaps and works to develop and implement corrective actions
- Coaches and supports staff through organizational change
- Advises Sponsors and Operational Leads/Steering Committee on project status, 'sponsor' education and communications workshops/meetings

<b>4. Training</b>
<ul style="list-style-type: none"> <li>• Supports management and functional area leads in the design, development, and delivery of training materials and training sessions</li> <li>• Collaborates with training leads on training materials and training sessions to ensure the content and schedules are aligned with the change</li> </ul>

<b>Education, Experience, Skill Requirements</b>		
	<b>Required</b>	<b>Preferred</b>
<b>Education Level</b>	Bachelor's	Master's
<b>Certification(s)</b>		Change Management certification or designation or Project Management Professional certification
<b>Licensure(s)</b>		
<b>Work Experience</b>		
8+ years of relevant work experience		
<b>Additional Requirements</b>		
<ul style="list-style-type: none"> <li>• Experience leading large-scale, complex change initiatives using change management and communication best practices, creating change management and communication plans and strategies, and providing guidance to subject matter experts, leaders and stakeholders</li> <li>• Demonstrated strategic thinking skills while guiding stakeholders to workable solutions and the ability to consider downstream impacts and implications</li> <li>• Excellent collaboration, strategic thinking, listening, communication, and presentation skills</li> </ul>		

<b>Physical/Environmental Demands</b>
Standard office environment with no unique physical demands

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**This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.**