

Job Description and Person Specification

JOB DESCRIPTION

Post title:	Business Change & Communications Manager (Fixed Term Contract 9 Months)		
School/Department:	iSolutions		
Faculty:	Professional Services		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	5
Posts responsible to:	Executive Director iSolutions		
Posts responsible for:	N/A		
Post base:	Office-based		

Job purpose
<p>To work as a member of a project team responsible for enabling the effective implementation of a new Target Operating Model into the iSolutions department, a significant change involving over 250 staff members.</p> <p>To successfully lead the planning and management of a program of co-ordinated change management, engagement and communication strategies to support this large, complex change.</p> <p>To partner closely with other project team members (including the Senior Leadership Team) to ensure a smooth and supportive transition for iSolutions staff and other stakeholders internal and external to the University.</p>

Key accountabilities/primary responsibilities	% Time
<p>1. Use substantial experience and detailed understanding of the theory and principles underpinning business change management and communications to lead on the design and deployment of change management and people engagement activities to ensure people buy in and commitment to change</p> <p>Plan and organise individual and/or team change activity with an appreciation of the associated longer-term issues, ensuring activities complement and feed into the broader project plans.</p> <p>Develop change activities to support the leadership team to drive cultural change and embed new ways of working across the department post-implementation of the new operating model</p>	30%

Key accountabilities/primary responsibilities		% Time
2.	<p>Lead the development and implementation of an integrated communications and engagement strategy both internal and external to the University, Take strategic and operational lead on all communications relating to the project, providing specialist knowledge and professional advice to senior leadership and management on communication issues and opportunities.</p> <p>Engage with specialist areas of the University such as Communications and Marketing as required (for example responding to media queries)</p>	25%
3.	<p>Work with staff to ensure that proposed changes are understood and effectively embedded within the department.</p> <p>Support, coach and guide staff through the re-organisation process using effective business change management tools/techniques and ensuring an empathetic, understanding and considerate approach to how change will affect our staff on a departmental, team and individual level.</p>	20%
4.	<p>Build relationships at senior levels within the University to lead, enable and embed the changes required and to influence and support the project and case for change.</p> <p>Carry out detailed stakeholder analysis and mapping to identify specific audiences, understand impact of change and ensure targeted messaging and activities are delivered through relevant channels. Ensure all stakeholders are informed and engaged to support ongoing buy in and readiness for change.</p>	10%
5.	<p>Take responsibility for the continuous review of the effectiveness and success of business change and communications activities, updating plans and approaches accordingly. Identify risks and issues appropriately and support the resolution of issues/problems across project activity</p> <p>Apply specialist expertise and broad management experience, and use independent judgement, to manage unforeseen situations and/or medium-term developments within the project to ensure successful delivery of business change and communication activities.</p>	10%
6.	Any other duties as allocated by the line manager following consultation with the post holder.	5%

Internal and external relationships
<p>Departmental and University senior leadership/management</p> <p>All iSolutions staff</p> <p>Other members of the University staff</p> <p>Unions and Union Reps</p> <p>External partners or suppliers</p>

Special Requirements
This role will be expected to work across multiple University campuses

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to achievement of a professional qualification or postgraduate degree within the field of Business Change Management and Communication's.</p> <p>Proven experience of managing outcomes in a complex environment.</p> <p>Experience in change management concepts and practices, design and delivery of communication and engagement strategies and managing people through complex business reorganisation/re structure.</p> <p>Proven project and people management skills.</p>	<p>Change Management Foundation & Practitioner.</p> <p>PRINCE2 or similar project management qualification.</p> <p>Experience of working within Higher Education.</p> <p>Experience of working within IT environment.</p>	Application & Interview
Planning and organising	<p>Able to plan and manage major new projects or significant new activities, ensuring plans complement broader organisational strategy.</p> <p>Able to organise, plan and deliver effective communications and engagement activities in line with wider project plans and time frames.</p>		Application & Interview
Problem solving and initiative	<p>Able to apply relevant tools and techniques associated with business change management, communications, benefits realisation and organisational change.</p> <p>Able to identify broad trends to assess deep-rooted and complex issues.</p> <p>Able to apply originality in modifying existing approaches to solve problems.</p>		Application & Interview
Management and teamwork	<p>Able to proactively work with colleagues across all appropriate areas to achieve specific outcomes.</p> <p>Able to manage team dynamics, ensuring any potential for conflict is managed effectively.</p> <p>Able to provide expert guidance and advice to colleagues to resolve complex problems.</p>		Application & Interview
Communicating and influencing	<p>Able to persuade and influence, including at senior levels and to foster and maintain trusted and effective relationships</p> <p>Able to coach leaders and managers in the organisation</p> <p>Able to resolve tensions and difficulties as they arise.</p> <p>Able to understand unique reactions/responses to organisational change and utilise effective skills, tools and approaches to provide tailored support throughout the process.</p>		Application & Interview
Other skills and behaviours	<p>Empathetic, considerate and supportive approach to change.</p> <p>Trustworthiness and integrity.</p> <p>Capacity to be flexible and adaptable. Ability to learn and receive support in developing new skills and techniques</p>		Application & Interview

Special requirements	N/A		
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JOB HAZARD ANALYSIS

Is this an office-based post?

<input checked="" type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public	x		
Lone working			
## Shift work/night work/on call duties			