

Job Description and Person Specification

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| Last updated: | 06/01/2021 |

# **JOB DESCRIPTION**

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| Post title: | **Senior Business Change Manager** | | |
| School/Department: | iSolutions | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 5 |
| Posts responsible to: | Business and Systems Team Manager | | |
| Posts responsible for: | N/A | | |
| Post base: | Hybrid | | |

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| Job purpose |
| To work as a member of the IT Portfolio, with responsibility for supporting the delivery of Major Strategic IT Projects across the University.  Responsible for managing complex multi-channel internal communications, change management and engagement plans, acting as a bridge between projects and relevant stakeholders, ensuring that the business is engaged and that project outputs are fit for purpose when transitioned to business as usual.  To partner closely with other project team members (including the Senior Leadership Team) to ensure a smooth and supportive transition for stakeholders internal and external to the University.  Line management of Business Change Managers. |

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| Key accountabilities/primary responsibilities | | % Time |
| 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.  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.  Develop change activities to drive cultural change and embed new ways of working across the relevant areas of the University post-implementation of the project outcomes. | 35% |

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| Key accountabilities/primary responsibilities | | % Time |
| 2. | 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.  Engage with specialist areas in iSolutions and external contractors as required. | 25% |
| 3. | Work with staff to ensure that proposed changes are understood and effectively embedded within the relevant areas of the university.  Support, coach, and guide staff through the change using effective business change management tools/techniques and ensuring an empathetic, understanding, and considerate approach to how change will affect teams and individuals. | 15% |
| 4. | Build relationships at senior level within the University to lead, enable and embed the changes required and to influence and support the project and case for change.  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. | 10% |
| 5. | Take responsibility for the continuous review of benefit realisation and 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.  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. | 10% |
| 6. | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

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| Internal and external relationships |
| Departmental and University senior leadership/management  IT Portfolio  Communications and Marketing Team  Human Resources Teams  Industrial Relations Teams  Other University employees  Trade Unions and Union Reps  External partners or suppliers |

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

# **PERSON SPECIFICATION**

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

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| ☒ 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. |
| * 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.

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| **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 |  |  |  |