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| Last updated: | 09/05/2019 |

**JOB DESCRIPTION**

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| Post title: | **Business Change Manager** | | |
| Academic Unit/Service: | iSolutions IT Portfolio | | |
| Faculty: | iSolutions | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 4 |
| \*ERE category: | n/a | | |
| Posts responsible to: | TBC | | |
| Posts responsible for: | n/a | | |
| Post base: | Hybrid (working across all campus locations) | | |

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| Job purpose |
| To successfully manage and deliver business change initiatives as part of a project.  Responsible for improved solutions for Faculties and Professional Services on core University processes, through improvement in institutional information systems.  The role supports the Project Board and line manager to design and deliver the change programme, associated business process changes and communications. |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | To be responsible for the delivery of business change initiatives within projects as agreed with Line Manager and Project Managers   * Apply change management process and tools to create a strategy to support adoption of the changes required by the Project. * Produce communication plans and promote change through effective communication to all stakeholders using a variety of methods. * Identify impacts of change for the multiple stakeholder groups in order to prioritise, plan, execute, monitor and control levels of business engagement and implementation. * Work with business champions to ensure that proposed changes are effectively embedded by the user community; coach users and stakeholders through implementation and undertake post implementation reviews. | 25% |
|  | To support process improvement initiatives:   * Work closely with stakeholders to help identify and recommend appropriate process change opportunities taking into account the impact on users. * Promote proposed changes and new ways of working that include cultural and behavioural change across the organisation. * Management of change and problem / conflict resolution; with open and transparent communication. * Support and coach colleagues as required to manage change effectively within their department, team and role. | 20% |
|  | Implementation support:   * Provide input, document requirements and support the design and delivery of training programs, * Provide support for testing activities and support business champions with testing activities. * Support users to implement changes, advocating benefits and building consensus and acceptance of the change | 20% |
|  | Work collaboratively with members of iSolutions, Student and Education Services, academic staff and other Professional Services to deliver assigned work, resolve issues and improve processes. | 20% |
|  | Share best practice and develop and maintain own skills and knowledge in the areas of business processes, business/process change and higher education for identification of business change improvements. | 10% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| Internal Relationships:   * The post holder will develop strong links with the iSolutions Programme Managers, Project Managers, Business Analysts and technical developers as required. * The role will develop strong links with professional service and academic colleagues and across the University. The role will need to agree project aims and secure the resources to meet the project team objectives.   External relationships:   * Software suppliers. * Other institutions and related organisations. |

| Special Requirements |
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| * Maintain relevant level of professional expertise and qualifications to discharge the duties of a professional specialist and to agree with Line manager on a relevant professional development programme. * Occasional out of hours working may be required as necessary to support key project deliverables. * Work across multiple University campus sites. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to undergraduate degree or relevant professional qualification, or proven experience of delivering business change within a complex environment.  Experience in all aspects of change projects, applying relevant tools and techniques associated with business change identification and implementation.  Experience of stakeholder analysis, benefits realisation and cultural/organisational change. | Experience of working within Higher Education or other complex environments  Change Analyst/Business Analyst experience  Demonstrate commitment to maintaining professional knowledge and awareness through continuing personal and professional development. | Application and interview |
| Planning and organising | Proven experience in planning and progressing work activities within general and professional guidelines; setting objectives, milestones and implementing regular reviews to evaluate progress.  Proven ability to organise events and activities that deliver the required outputs. | Experience of working in PRINCE2 projects | Application and interview |
| Problem solving and initiative | Ability to use initiative and adopt a positive approach to problem solving.  Ability to use initiative and adopt a positive approach to problem solving.  Experience or demonstrate the ability to develop user stories and journeys |  | Application and interview |
| Management and teamwork | Able to proactively work with colleagues in other work areas to achieve outcomes |  | Application and interview |
| Communicating and influencing | Ability to build relationships and understand stakeholders’ differing needs.  Ability to influence and persuade stakeholders to gain support for major changes and key decisions.  Ability to persuade stakeholders with varied levels of engagement to embrace and shape change, develop and suggest new ideas, and manage ambiguity.  Ability to write in a clear way that addresses key issues in a succinct manner.  Ability to use multiple communication methods to suit the needs of different stakeholder groups. | Experience of developing communication plans.  Experience of developing and delivering training materials. | Application and interview |
| Other skills and behaviours | Capacity to be flexible and adaptable. Ability to learn and receive support in developing new skills and techniques. |  |  |
| Special requirements | Some out of hours working may be required to meet service level targets.  To work across multiple University campus sites. |  | Application and 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 |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |