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Job Description

Post title: **Senior Business Change Manager**

Date last updated/evaluated: August 2025

Author: Natalie Taylor-Bannister

Standard Occupation Code: Not applicable

School / Department: iSolutions

Faculty / Directorate: Professional Services

Job Family: Management, Specialist and Administrative (MSA)

Grade: Level 5

ERE Pathway (if applicable): Not applicable

Post reporting to: Head of IT Business Change

Post line report(s): N/A

Post base location: Hybrid: Campus / Home **:** 1 Guildhall Square

Minimum 1 - 2 days/week in office required (3 days/week during first month)

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, working in partnership with the project manager.

 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 Senior Business Change Managers and Business Change Managers within the IT Portfolio.

## Key accountabilities and indicative time allocation:

1. **30 %**

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 activity in the medium-term, with an appreciation for longer-term requirements. Help determine priorities and allocate resources to meet planned objectives and requirements, ensuring that 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.

1. **20%**

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 and engagement relating to the project, providing specialist knowledge and professional advice to senior leadership and management on communication issues and opportunities working in partnership with the internal communication team.

Engage with specialist areas in iSolutions and external contractors as required.

1. **15%**

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.

1. **5%**

Provide in-depth specialist advice, guidance, and recommendations on highly complex issues, applying broad management experience and independent judgement to resolve deep-rooted or unforeseen problems.

Use business change expertise to manage evolving situations and medium-term developments within projects, ensuring the successful delivery of business change and communication activities.

Identify risks and issues appropriately and support the resolution of issues/problems across project activity.

1. **10%**

Report and advise at senior levels within the University (e.g., Directors, leadership teams, project boards, University Committees). Build working relationships with key stakeholders within and beyond the University, including through relevant professional networks. Use persuasion and influence to foster and maintain relationships. Share, promote and help embed best practice and innovation, within and beyond the University.

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

1. **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.

1. **10%**

Lead and manage a team of Business Change Managers, fostering a positive, collaborative, and high-performing environment. Support staff development by creating opportunities to enhance both specialist and soft skills, while promoting a culture of innovation and continuous improvement that delivers meaningful value to the University..

Provide effective line management to team members and individual specialists, ensuring services meet stakeholder needs. Set clear expectations, monitor progress, conduct appraisals, and develop tailored growth plans. Offer guidance, coaching, and support to help achieve individual and collective goals. Oversee recruitment, induction, and probation processes as required.

1. **5%**

Any other duties as allocated by the line manager following consultation with the post holder.

Internal and external relationships:

Departmental and University senior leadership/management

IT Portfolio

iSolutions

Communications and Marketing Team

Human Resources Teams

Special requirements:

To maintain the relevant level of professional expertise and qualifications to discharge the duties of a professional specialist and to agree with the team manager a relevant professional development programme.

Commitment to the continuous enhancement of the quality standards of the Team’s outputs and development of a service ethic that adds value to the iSolutions drive for continuous improvement.

Occasional out of hours working may be required as necessary to support key project deliverables.

This role may be expected to work across multiple University campuses.

# Person Specification – Skills and Competencies

All essential and desirable criteria outlined in this Person Specification will be assessed through a combination of recruitment application and CV, and where applicable numerical or written assessment.

**Knowledge, Experience and Qualifications**

Essential

* Well-rounded theoretical knowledge and understanding of the required professional or specialist discipline, accompanied by extensive practical and/or managerial experience.
* Skill level equivalent to achievement of a professional qualification or graduate degree within the field of Business Change Management and Communications.
* Business Change Management professional certification/Training e.g. Prosci, CMI, APMG
* Proven experience of managing outcomes in a complex environment.
* Experience in change management concepts and practices, design and delivery of change management, communication and engagement strategies and plans and managing people through complex business re-organisation/re structure.
* Proven project and people management skills.

Desirable

* Experience of working within Higher Education.
* Experience of working within IT environment.

**Management and Teamwork**

Essential

* Effectively manages team dynamics, creating an environment that engages and motivates others, ensuring any potential for conflict is managed effectively.
* Provides expert advice, guidance and recommendations on complex issues.
* Fosters and maintains working relationships within the department and wider University.
* Able to proactively work with colleagues across all appropriate areas to achieve specific outcomes.

**Planning, Organisation and Resource Management**

Essential

* Plans and manages significant new projects or work activities, ensuring plans complement wider strategic plans.
* Appreciates University priorities and applies these in managing work.
* Able to organise, plan and deliver effective change plans and communications / engagement activities in line with wider project plans and time frames.

**Problem Solving and Initiative**

Essential

* Applies relevant tools and techniques in business change management for example communications, benefits realisation, and organisational change to address complex challenges.
* Identifies broad trends and underlying issues to assess and resolve deep-rooted, multifaceted problems.
* Demonstrates originality and adaptability in refining existing approaches to develop effective solutions.
* Formulates development plans aligned with current and future skill requirements to support team and organisational growth.
* Utilises expertise to inform change strategies and plans —grounded in a strong understanding of underlying theories and principles—to inform strategic work.
* Exercises initiative and sound professional judgement to resolve issues and, where necessary, develop or revise policies and procedures.

**Communicating and influencing**

Essential

* 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.

**Other Skills and behaviours**

Essential

* 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

# Job Hazard Assessment

A full health clearance is required for this role where any hazards marked “**^**”, using the agreed Occupational Health referral template [available from here](https://sotonac.sharepoint.com/teams/HealthWellbeing/SitePages/Occupational-Health.aspx). Where a full health clearance is required, this will apply to all role holders, including existing members of staff.

## Physical Environment

Working outside **^** Not applicable

Exposure to noise levels >80dbA **^** Not applicable

Working with dust or fumes **^** Not applicable

Working with skin irritants **^** Not applicable

Working with chemicals (industrial or cleaning) **^** Not applicable

Working in a confined space **^** Not applicable

Working at height **^** Not applicable

Working with sewage **^** Not applicable

Contact with cytotoxins **^** Not applicable

Exposure Prone Procedure (EPP) work **^** Not applicable

Contact with clinical specimens or pathology work **^**  Not applicable

Direct patient care or patient contact Not applicable

Exposure to temperature extremes Not applicable

Frequent hand washing Not applicable

Ionising radiation Not applicable

## Psychological and Social Environment

Working shifts **^** Not applicable

Working nights **^** Not applicable

Lone working Not applicable

Working with children Not applicable

Exposure to persons with challenging behaviourOccasionally <30% Time

Working with larger groups Occasionally <30% Time

## Equipment, Tools and Machines

Working with vibrating machinery or tools **^** Not applicable

Driving duties e.g. LGV, PCVs, forklift trucks **^** Not applicable

Food handling Not applicable

Contact with latexNot applicable

## Physical Abilities

Prolonged physical movements or actions e.g. walking **^** Not applicable

Prolonged Standing or Sitting **^** Constantly >60% Time

Moving or handling heavy loads **^** Not applicable

Repetitive pulling or pushing **^** Not applicable

Repetitive climbing (steps, stools, ladders, stairs) **^** Not applicable

Repetitive crouching, kneeling or stooping Not applicable

Repetitive lifting Not applicable

Fine motor grips (e.g. pipetting) Not applicable

Repetitive reaching below shoulder height Not applicable

Repetitive reaching at shoulder height Not applicable

Repetitive reaching above shoulder height Not applicable

# Behaviours

Our [Inclusion and Respectful Behaviour Policy](https://www.southampton.ac.uk/about/governance/regulations-policies/policies/inclusion-respectful-behaviour) describes the expectations of everyone who is a part of our community.

Our **Southampton Behaviours** (below) outline the responsibilities we each have in working collaboratively to achieve our University strategy.

**Personal Leadership**

 - I take personal responsibility for my own actions and an active approach towards my development.

 - I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly.

 - I demonstrate pride, passion and enthusiasm for our University community.

 - I demonstrate respect and build trust with an open and honest approach.

**Working Together**

 - I work collaboratively and build productive relationships across our University and beyond.

 - I actively listen to others and communicate clearly and appropriately with everyone.

 - I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish.

 - I proactively work through challenge and conflict, considering others’ views to achieve positive and productive outcomes.

**Developing Others**

 - I help to create an environment that engages and motivates others.

 - I take time to support and enable people to be the best they can be.

 - I recognise and value others’ achievements, give praise and celebrate their success.

 - I deliver balanced feedback to enable others to improve their contribution.

**Delivering Quality**

 - I identify opportunities and take action to make improvements.

 - I plan and prioritise efficiently and effectively, taking account of people, processes and resources.

 - I am accountable for tackling issues, making difficult decisions and seeing them through to their conclusion.

 - I encourage creativity and innovation in others, to deliver workable solutions.

**Driving Sustainability**

 - I consider the impact on people before taking decisions or actions that may affect them.

 - I embrace, enable and embed change effectively.

 - I regularly take account of external and internal factors, assessing the need for change, and gaining support to move forward.

 - I take time to understand our University strategy and communicate this to others.