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Post title: **Change Manager**

Date last updated/evaluated: January 2025

Author: Laura Howells

Standard Occupation Code: Not applicable

School / Department: Strategy Delivery and Transformation Department

Faculty / Directorate: Professional Services

Job Family: Management, Specialist and Administrative (MSA)

Grade: Level 5

ERE Pathway (if applicable): Not applicable

Post reporting to: Associate Director Strategy Delivery

Post line report(s): None

Post base location: Hybrid: Campus / Home

Job purpose: The Change Manager supports the successful delivery of strategic change by focusing on the people side of change advising on best practice and overseeing scalable change management activities aligned to the size and scope of the change initiative.

The postholder will act as the bridge between project teams and stakeholders, with a focus on achieving clearly defined and realised benefits. The postholder will ensure that all impacted groups are identified and engaged, using a change management approach that effectively ensures that changes are delivered in a way that maximises adoption. This will require understanding and overcoming resistance, blockers and challenges using best practice change management methodology.

Critically, the postholder will work with the dedicated Programme Manager, the Programme Communications Lead, and other relevant stakeholders to ensure effective engagement with the programme and the successful development and delivery of a change management plan.

## Key accountabilities and indicative time allocation:

1. **60%**

**Change management**

Apply in-depth practical and theoretical knowledge and understanding of **change management methodology** to manage and deliver effective and efficient change management outcomes for the programme. The outcomes will meet stakeholder requirements and will be aligned with relevant strategies within the department and wider University. This will include

* providing specialist advice to sponsors, project teams and business leads to ensure a clear focus on realising beneficial change is realised, including creating and implementing change management strategies and plans to maximise employee adoption and manage any resistance to change
* guiding colleagues in change management methodologies and best practice.
* supporting the identification of ‘quick wins’
* maintaining a clear understanding of the purpose of the change
* ensuring that benefits of the project captured by the Programme/ Project Manager are communicated (by the Change Manager) and monitored throughout the project lifecycle and understood by the wider University
* undertaking regular health check assessments throughout the project/programme lifecycle to understand any gaps in the change management approach or strategy
1. **15%**

**Coaching, training & development to support change delivery.**

Provide in-depth professional and/or specialist advice, guidance and recommendations on change management best practice.

Identify and make recommendations to the project team on the training requirements to effectively build knowledge and ability to adopt changes.

Help relevant stakeholders and business leads to support, coach, and guide staff through the change using effective change management tools/techniques and ensuring an empathetic, understanding, and considerate approach to how change will affect teams and individuals.

Support senior stakeholders to effectively and compassionately lead through change by providing guidance and coaching using change management tools/techniques and sharing best practice.

Coordinate the provision of training to enable colleagues to have the skills required to adopt the change, ensuring the effective transition between project/programme initiatives and the roll out of change to business as usual.

Work with other Change managers from across the University to ensure coordination and standardisation of practices.

1. **15%**

**Stakeholder engagement in change management**

* Apply in-depth practical and theoretical knowledge and understanding of **stakeholder engagement** to identify specific audiences and understand impact of change.
* building relationships with senior leaders at the University to develop the case for change and help them understand the change required for the project
* building a relationship with stakeholders and ensuring they are informed and engaged to support ongoing buy in and readiness for change
* ensuring that key stakeholders are given the opportunity to engage with projects and share their views around change in a manner that suits them.
* working with staff impacted by the project, to ensure that the proposed changes are understood and effectively embedded within the relevant areas of the university.
1. **5%**

**Communication planning & delivery**

Close working with the Programme Comms Lead, using in-depth practical and theoretical knowledge and understanding of **communication planning & delivery,** to ensure alignment in the successful delivery of programme communications plans.

1. **5%**

Any other duties as allocated by the line manager following consultation with the post holder, which could include supporting wider projects within the Strategic Major Projects portfolio as required.

Internal and external relationships:

Programme teams

Departmental management and University Senior Management

Corporate Communications Teams

Other members of the department/University staff

External customers

Relevant suppliers and external contacts

Special requirements:

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.
* The required level of knowledge and understanding will normally have been gained through some or all of the following:
	+ Considerable work experience, ideally accredited through registration with a relevant professional body.
	+ Vocational training
	+ Formal qualification(s) equivalent to Level 7 of the [Regulated Qualifications Framework](https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels) e.g. master’s degree, postgraduate certificate, diploma or Level 7 award, certificate, diploma.
* Skill level equivalent to achievement of a professional qualification or postgraduate degree.
* Professional qualification or training in change management.
* Proven experience of managing change in a project management environment.
* Experience of stakeholder engagement and internal communications.
* Proven project and/or people management skills.
* Able to appreciate University priorities and to apply these in managing work outcomes.

Desirable

* Membership of a relevant professional body.
* Detailed understanding and experience of applying a change management approach such as Prosci or APMG to support the successful delivery of a change programme.

**Teamwork and Communication**

Essential

* Effectively manages team dynamics, creating an environment that engages and motivates others.
* Provides expert advice, guidance and recommendations on complex issues.
* Fosters and maintains working relationships within the department and wider University.
* Uses persuasiveness and positively influences others to achieve outcomes.
* Excellent presentation and interpersonal skills and an ability to persuade, influence and collaborate with a wide range of people, including at senior levels and to build and maintain trusted and effective relationships.
* Able to work with senior leaders on communications, including sensitive issues, and maintain confidentiality.

**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 stakeholder engagement plans, communications, and engagement activities in line with wider programme plans and time frames.
* Able to take a strategic view and develop long term plans to achieve objectives.

**Problem Solving and Initiative**

Essential

* Formulates development plans to meet current and future skill requirements.
* Applies knowledge, experience and understanding of a professional, specialist or technical field to inform work plans, based on a detailed understanding of the theory and/or principles underpinning the field of work.
* Uses initiative, professional and/or specialist judgement and originality to resolve problems and develop revised policies and procedures, where required.
* Able to identify broad trends to assess deep-rooted and complex issues.
* Able to apply originality in modifying existing approaches to solve problems.
* Apply specialist expertise and experience to manage unforeseen situations and/or medium-term developments within the project to ensure successful delivery of business change and communication activities.

Desirable

* Expertise in deploying change management tactics to overcome resistance to change.

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 behaviourNot applicable

Working with larger groups Not applicable

## 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 **^** Not applicable

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.