

## Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions

Position Details	
Faculty/Directorate	Professional Services
School/Department	Strategic Planning
Team	Strategic Projects
Job Title	Business Change Manager
Grade	9
Hours of Work	37 hours
Contract Duration (Perm/Fixed Term)	18-month fixed term contract
Reports To (Job Title)	Senior Project Manager
Responsible For (Job Title)	N/A

## Principal Accountabilities

The Organisational Change Manager will play a vital role in designing and overseeing the approach to stakeholder engagement and change management. The post will work on the Delivering the Academic Vision Project across the Science and Engineering (S&E) Faculty and the Library Transformation Programme. They will support the leadership teams in the communication, design and implementation of stakeholder engagement and change management to ensure that investments in facilities can be fully leveraged to deliver organisational benefits.

They will provide professional expertise and guidance to and faculty and programme leadership teams in the areas of organisational change and stakeholder engagement. The post will also define the change communications approach and work directly with senior stakeholders to ensure that change activities, stakeholder engagement, and associated communications are aligned with the business need.

They will work closely with the Strategic Project's Communications and Information Officer role directly to support the delivery of both initiatives.

## Key Tasks

### ***Change Management***

Design and deliver a detailed change plan in direct support of the Science and Engineering project and academic vision, designed to ensure the University maximises the value from its £115 million investment in new Dalton site redevelopment.

Design and deliver a change plan during the define phase of the Library Transformation Programme (LTP).

Act as the subject matter expert on change methodology and be the primary point of contact/consultancy providing expert advice to the project/programme teams and faculty leadership.

Undertake change impact assessments to ensure that programme and project teams understand how stakeholder groups are affected throughout the transition from the current state to the target state.

Engage with and conduct quarterly (or at other intervals as specified) reviews with leadership teams to validate and assess organisational change plans and ensure they are continuing to meet organisational requirements.

Lead on the design and delivery of workshops with internal stakeholders to ensure that change impact is understood in detail in terms of people, process and data as well as, establish and maintain ongoing relationships to support the embedding of change within departments.

Ensure that the project and programme leadership teams and other stakeholders have a strong understanding of their organisational change requirements

Be accountable/responsible for the creation of all change related documentation within the S&E project and LTP and ensure they are of the required quality.

### ***Stakeholder Management and Engagement***

Lead on the development and maintenance of stakeholder engagement plans and frameworks that drive a strong focus amongst stakeholders to ensure a consistently high-quality engagement techniques and approaches on both initiatives.

Learn about the specific needs of stakeholder groups to increase engagement across the science and engineering Faculty and encourage a high level of engagement from the outset on the Library Transformation Programme.

Develop, manage and implement an approach to change management that targets the range of stakeholders.

Work closely with stakeholders, including academic, technical services and professional staff, to ensure they have access to the requisite knowledge management, training and change management communications resources to allow them to gain maximum value from the S&E project.

Maintain an up-to-date knowledge of best practice in relation to stakeholder engagement, and organisation change within the Business Change domain.

### ***Project Delivery & Communications***

Ensure an appropriate governance framework is in place within the S&E project to monitor progress of change activity and levels of business readiness.

Engage with and conduct quarterly (or at other intervals as specified) reviews with S&E leaders project SRO to validate and assess organisational change plans and ensure they are continuing to meet organisational requirements.

Develop departmental communications, stakeholder engagement and organisational change deliverables for use in the S & E project management methodology.

Maintain and share up to date knowledge of best practice in the areas of organisational change management and stakeholder engagement as well as provide vital input into the faculty and strategic planning process.

### ***Leadership & Teamwork***

Matrix manage and lead any change related resource within the programme and project environment to deliver against the change outcomes.

Coach leadership teams in the use of stakeholder engagement organisational change strategies/deliverables.

## **Special Features**

N/A

## Miscellaneous

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition, you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

## Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

## Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

### Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Excellent written and verbal communication skills, able to convey key messages and complex concepts with clarity and confidence to different audiences, via range of media.	E
		1.2	Excellent stakeholder management and influencing.	E
		1.3	The ability to work with shifting priorities and to tight deadlines combined with the ability to develop strong relationships with key University stakeholders.	E
		1.4	Confident communicator with excellent advocacy and interpersonal skills.	E
		1.5	The ability to work with shifting priorities and tight deadlines	E
		1.6	Excellent influencing skills, including the ability to demonstrate leadership working both as a direct line manager and working across matrix	E
		1.7	Proven ability to influence and persuade senior colleagues.	E
		1.8	Creative, innovative thinker able to enthuse project teams with their proactive and engaging personal style.	E
2	General & Specialist Knowledge	2.1	In-depth knowledge in the design and implementation of stakeholder engagement and change management plans.	E
		2.2	Produce and manage detailed internal communications plans, detailing activities, and resources necessary for implementation in departments and providing recommendations for continuous improvement / best practice.	E

		2.3	Produce regular reports on all communications activities on the project, including budget	E
		2.4	Demonstrable working knowledge of communication tools	E
3	Education & Training	3.1	Educated to degree level in a business or communications related subject or the equivalent professional qualification.	D
		3.2	Demonstrated commitment to continuing professional development.	E
		3.3	APMG Practitioner or similar qualification in Change Management	D
4	Relevant Experience	4.1	A track record of building, leading, and advising a transformational Change Community in HE or similar fast paced, highly politicised complex environment at pace.	E
		4.2	Demonstrated track record for successfully organising, managing and delivering complex transformational projects, events and change activities which have enhanced the stakeholders experience of the organisational change.	E
		4.3	Experience of devising a change management plan and overseeing its delivery in a highly politicised environment.	E
		4.4	Experience of undertaking Change Impact Assessments and using the findings to inform the change management approach.	E
		4.5	Proof of a strong track record delivering transformational change and leading on change communications plans within a large, complex matrix organisation.	E
		4.6	Evidence of designing and implementing stakeholder engagement plans, with the objective of maximising effective engagement and deriving maximum value from the capital build investment.	E
		4.7	Possess up-to-date experience of digital marketing and social media skills suitable to a service delivery environment.	E

		4.8	Experience of producing high quality marketing and communications materials.	E
5	Special Requirements	5.1	N/A	
Date of Revision			July 2022	