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Summary

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Job title	Implementation Officer
Division	University Administration Services (UAS)
Department	IT Services
Location	Central Oxford
Grade and salary	Grade 7 - £36,024 - £44,263 per annum with a discretionary range up to £48,350
Hours	Full time
Contract type	Fixed-term (Secondment) for 12 months
Reporting to	Senior Implementation Officer
Vacancy reference	169185
Additional information	

The role

The Implementation Officer is part of the Business Change Team, and provides support to stakeholders and end users on the significant business change that will be required to successfully implement new systems, policies, procedures, and process changes across the collegiate University.

The role supports the overall business change effort and focuses on the implementation activities; it will be the key point of contact between the project and staff impacted by these changes. It will support the detailed requirements and user needs prior to go live in respect of training, logistics and future ongoing support as well immediately after go live in respect of post implementation support and resolving any issues occurring in the live environment. The role will ensure the detail is covered often working at an individual level

It will report to the Senior Implementation Officer.
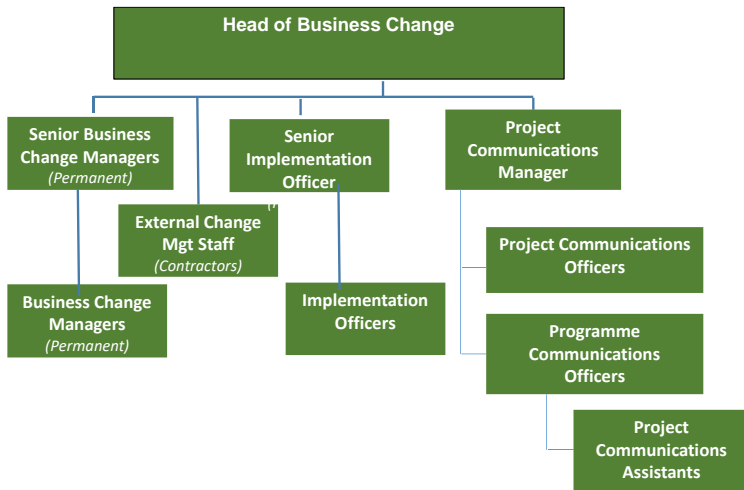
Travel around Oxford to different sites may be required especially throughout the go live period and building up good working relationships with stakeholders at all levels in departments and Colleges is essential. This role is pivotal in the successful transition of a project into business use, and the successful adoption and usage of major IT investment by the University.

Responsibilities

Within the remit of the assigned project(s), the post holder's responsibilities will be to deliver the following activities under the overall control of the Senior Implementation Officer working closely with the project team. There will be a level of matrix management with the Project Manager. The post holder may be assigned a number of business areas to work with in delivering agreed change goals.

Stakeholder Engagement

- Set up and facilitate regular meetings to engage stakeholders, and build support for the project objectives as appropriate
- Facilitate the creation of cross departmental working groups in order to execute the implementation plan
- Manage expectations for the project, in close collaboration with the Project Communications Officer and Business Change Manager
- Identify and agree effective ways in which business stakeholders can be exposed to the new technology, associated processes and expected behaviours to achieve the benefits
- Understand the new system's functionality and be able to confidently hold demonstrations for stakeholders and manage local working groups such that they are able to confidently support impacted users.

Training

- Coordinate the identification of training and logistical needs for end users
- Ensure access to training is provided as required for all stakeholders
- Deliver system functionality and new process demonstrations to stakeholders
- Identify and provide hand-on support to 'Super Users' driving transition

Communications

- Working closely with the Project Communication Officer effectively communicate with key business area stakeholders regarding change and implementation activities
- Ensure business transition communications messages are delivered to all stakeholders within the assigned business area, making use of the communications provided by the project, to ensure consistent and timely communications

Implementation Support

- Establish the immediate post implementation support arrangements for a defined period working with other areas in ITS and the operational areas effected.
- Ensure the transition into Business As Usual is planned and implemented working closely with IT Service Transition areas and suppliers as required.
- Support all deployment activities within departments and colleges as needed
- Provide support to stakeholders during the preparation phase, during implementation and immediately after
- Provide support and advice to end users during 'floor walking' activities as appropriate, capture issues and track their resolution providing feedback to all key stakeholders as required
- Prepare the affected business areas for the transition to new ways of working; help to implement new business processes, procedures, and policies
- Ensure change progress is monitored and reviewed and that adjustments are made as necessary

Project management activities

- Provide input to the overall project and business change plans, to ensure the timing of project deliverables into the post holder's assigned business area is optimised and ensure that they continue to operate effectively during the period of change
- Work with the project's Business Change & Project Manager to deliver the business transition plan
- Report progress of the agreed implementation activities at regular intervals (either verbally or by written report, as required) to the Business Change Manager and project team
- Align to the project's governance standards, reporting change implementation and transition risks and issues to the project's Business Change Manager and/or Project Manager
- Ensure documentation is complete, current and stored appropriately

Benefits Realisation

- Work with the Business Change Manager to ensure the capability delivered is working satisfactorily to be able to realise the benefits or any outstanding longer term issues are highlight with an impact evaluation prior to a future resolution.

Selection criteria
Essential selection criteria

1. A high level of general education to degree level or equivalent

2. Proven experience in a change management role, e.g. implementation co-ordinator, trainer, communications role

3. Experience of effectively using a variety of business-related system

4. Experience of working in a complex environment where there is a wide range of parallel and mutually dependent activities

5. Previous experience of working effectively as part of a wider team, and with a 'can do' proactive approach

6. Excellent interpersonal skills, and the ability to listen

7. Proven ability to take responsibility for a range of tasks involving interaction with and the co-operation of business stakeholders (including academics) and IT people

8. Excellent written and verbal communication skills, including the ability to relate confidently and effectively to users at all levels, and promote an exciting new vision for technology enabled change

9. Ability to communicate with technical staff as well as business analysts, project managers and business users

10. Confident use of the Microsoft™ Office toolset, email, and web browsers

Desirable selection criteria

1. Experience of working in an HE Institution or similar non-commercial organisation

2. Clear understanding of the priorities, policies, management structures, and culture of the University

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Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: https://www.jobs.ox.ac.uk/pre-employment-checks

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

IT SERVICES

The role of IT Services is to ensure that the University of Oxford has the robust, reliable, and high-performing IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning.

IT Services, headed by the University's Chief Information Officer, has around 320 staff across 2 buildings, an annual revenue budget of £22m and an IT capital plan of £60M across three years. The department is divided into groups covering infrastructure services, projects and programmes, software development, and customer services. Our aim is to attract and retain a workforce that is diverse, skilled, creative, and committed. We encourage flexibility in how we work, and welcome part time and flexible working arrangements. As a department we encourage a culture where we respect each other, are accountable for what we do, where we collaborate, give and receive constructive feedback and challenge one another. IT Services is a place where we value and recognise both our own and the contributions of others. By doing so we want to create a great culture to work in and a place where we all feel we belong.

For more information please visit: http://www.it.ox.ac.uk/

University Administration and Services (UAS)

University Administration and Services (UAS) is the collective term for the professional services departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: http://www.admin.ox.ac.uk

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website https://www.jobs.ox.ac.uk/how-to-apply.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: https://staff.web.ox.ac.uk/recruitment-support-faqs

Non-technical questions about this job should be addressed to the recruiting department directly hr@it.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: https://hr.admin.ox.ac.uk/the-ejra.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: https://hr.admin.ox.ac.uk/the-ejra.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See https://hr.admin.ox.ac.uk/staff-benefits

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See https://welcome.ox.ac.uk/

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See https://hr.admin.ox.ac.uk/my-family-care

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see https://childcare.admin.ox.ac.uk/

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see https://edu.admin.ox.ac.uk/disability-support

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at https://edu.admin.ox.ac.uk/networks

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at researchstaff-subscribe@maillist.ox.ac.uk to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on committee@oxrss.ox.ac.uk. For more information, see www.ox.ac.uk/oxrss, Twitter @ResStaffOxford, and Facebook www.facebook.com/oxrss.