



---

## Summary

<b>Job title</b>	Business Change Manager – Digital Transformation
<b>Division</b>	University Administration and Services
<b>Department</b>	IT Services
<b>Location</b>	Dartington House, Little Clarendon Street, Oxford
<b>Grade and salary</b>	Grade 9: £52,815 - £61,198 per annum with a discretionary range up to £66,857
<b>Hours</b>	Full-Time
<b>Contract type</b>	Fixed Term Contract (and/or secondment)
<b>Reporting to</b>	Business Change Manager – Digital Transformation
<b>Vacancy reference</b>	170547
<b>Additional information</b>	

## The University

The University of Oxford is a complex and stimulating organisation, which enjoys an international reputation as a world-class centre of excellence in research and teaching. It employs over 10,000 staff and has a student population of over 21,000.

Most staff are directly appointed and managed by one of the University's 130 departments or other units within a highly devolved operational structure - this includes 5,900 'academic-related' staff (postgraduate research, computing, senior library, and administrative staff) and 2,820 'support' staff (including clerical, library, technical, and manual staff). There are also over 1,600 academic staff (professors, readers, lecturers), whose appointments are in the main overseen by a combination of broader divisional and local faculty board/departmental structures. Academics are generally all also employed by one of the 38 constituent colleges of the University as well as by the central University itself.

Oxford is one of Europe's most innovative and entrepreneurial universities.  
For more information please visit [www.ox.ac.uk](http://www.ox.ac.uk)

University Administration and Services (UAS) is the collective term for the central administrative departments of the University. UAS comprises structures to support the University's core



academic purposes of teaching, learning and research and ensure the University can meet the requirements of government, funding bodies and other external agencies.

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

The role is in IT Services which comprises of the University's IT service departments: Business Services and Projects, Oxford University Computing Services and the ICT Support Team. IT Services, headed by the University's Chief Information Officer, has 300 staff across 5 buildings and an annual budget of £19m.

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

### **The Role**

The Business Change Manager works in the Digital Transformation Programme and is line managed by the Business Change Manager heading up the change in the Digital Transformation . The role of the change team in Digital Transformation is support the changes required to staff, ways of working and new governance arrangements at the overall programme and enterprise level and will work closely with the Business Change Team in PPDG providing change services to the Digital Transformation programmes and projects within the portfolios.

The role of the Business Change Manager in the Digital Transformation change is to continue the support for the implementation of the new Governance arrangements and the implementation of the new ways of working e.g. agile training for programme and project delivery and the delivery of the Education Pilot. However, the primary focus of these change roles will be in supporting the people side of change during this period of transformation, helping to shape the change strategy and implement it to ensure that staff and students have the preparation, support and skills they need.is to

The Business Change Manager may also have direct line management of staff within the Digital Transformation Change Team, and oversight of freelance consultants where appropriate.

### **Responsibilities**

Within the remit of the Digital Transformation change team, the post holder will be responsible for the delivery of all aspects of the change activities as described below.

#### **Team Leading and Management**

- Manage a team of change professionals to ensure they deliver the required outputs to time and high quality. This could be direct or matrix management arrangements.

#### **Benefits Realisation**

- Establish a benefits realisation model, to support the business in taking ownership of the required benefits activities
- Plan benefit realisation reviews, including establishing baselines and on-going measures
- Monitor and report upon benefits realisation
- Advise the Sponsor and key stakeholders on the case for change and the change strategy that will lead to the desired outcomes

## Stakeholder Engagement

- Identify stakeholders affected by the introduction of the new governance and ways of working arrangements across the University defining their interests and level of influence on the success of the change
- Engage stakeholders at all levels within the organisation and build support for the Digital Transformation aims and objectives
- Manage the expectations from the different stakeholder groups, in close collaboration with the Sponsor and senior users
- Identify effective ways in which business stakeholders are exposed to the Digital Transformation programme, its deliverables, and the business change which will result from it

## Planning and project change management

- Estimate resources required to deliver the change strategy
- Provide input to the overall change plan, ensuring the Digital Transformation Programme business change plan and associated milestones are identified along with dependencies and then incorporated
- Monitor and review progress, working closely with the Business Change team and Digital Transformation Programme Director and the rest of the delivery team, allowing decisions to be made so that changes can be effectively embedded and sustained
- Minimise exposure to business change related risks and issues by effective mitigation and management
- Ensure change documentation is complete, current and stored appropriately

## People Change and Impact Assessment

- Establish the organisational scope of the business change with the relevant stakeholders
- Assess the scale and impact of the proposed change with a particular focus on the people and cultural aspects, and define an appropriate Change Management Strategy`
- Define people, behavioural and new ways of working change management plans with different stakeholder groups providing a wider context for the change associated with the Digital Transformation
- Manage the stakeholders and users through the change process, ensuring that the change brought about is managed coherently
- Review business change plans and revise as appropriate to meet changing needs and requirements.

## Training & Transition

- Understand the learning requirements associated with required change to the new ways of working to ensure the new skills required are effectively embedded
- Working closely with the Digital Transformation portfolio delivery teams define a coherent and coordinated plan for transitioning into business as usual across all the programmes and projects in the Portfolios
- Establish the impacted teams across the whole portfolio to enhance the chances of a successful adoption of the new ways of working and a future sustainability
- Prepare the change related reports on the adoption of the desired changes
- Work closely with the Digital Transformation Communication team to ensure targeted stakeholder communication strategies and plans are coordinated with the Change Plans

## **Selection criteria**

### Essential selection criteria

1. Proven experience and track record as a Change Management Practitioner which would include a solid understanding of how people go through change, and experience of change management principles, methodologies, processes, and tools involved in introducing digital technology related business changes to an organisation
2. A demonstrable track record in supporting the people side of change, with the ability to negotiate and influence, with proven experience of how to win hearts and minds .
3. Previous experience of working with organisations going through significant transformation, focusing on the people side of change, introducing and supporting new ways of working .
4. Experience in planning an approach for change where there is a requirement for culture change .
5. Strong stakeholder engagement and relationship skills, with the ability to engage confidently and effectively with people across all levels .
6. A broad understanding of how technology acts as a key enabler in supporting the projects and their desired benefits
7. Understanding of Agile delivery, and how the Agile ways of working align with the change activities .
8. The ability to bring order to complex situations and maintain focus on the project/programme objectives.
9. Proven negotiation skills and interpersonal fluency, able to establish and maintain strong relationships, and relate confidently to users at all levels
10. Excellent interpersonal skills and active listening skills
11. Proven ability to manage, plan and take responsibility for a range of tasks involving interaction with and the co-operation of business and IT people
12. Excellent written and verbal communication skills; able to communicate with technical staff as well as business users and stakeholders at all levels

### Desirable selection criteria

1. Experience of delivering change within the context of a digital transformation
2. Qualification in PROSCI, or APMG Change Management
3. Experience in identifying training needs, arranging and evaluating training
4. Experience of working in an HEI or similar non-commercial organisation
5. Understanding of the management structures, politics, and culture of the University

## **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>

## How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply 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

Help and support is available from: <https://hrsystems.admin.ox.ac.uk/recruitment-support>

If you require any further assistance please email [recruitment.support@admin.ox.ac.uk](mailto:recruitment.support@admin.ox.ac.uk).

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our e-recruitment system 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 all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69<sup>th</sup> birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>

For **existing** employees, 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 **grades 1–7** 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](http://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 dependents. 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 My Family Care, 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](http://www.newcomers.ox.ac.uk).