

Summary

Job title	Business Change Manager
Division	University Administration and Services
Department	IT Services
Location	Dartington House, Little Clarendon Street, Oxford
Grade and salary	Grade 9: £52,815-£61,198 with a discretionary range up to £66,857 per annum
Hours	Full-time (37.5 hours per week)
Contract type	Fixed-term for 2 years
Reporting to	Head of Business Change
Vacancy reference	173153
Additional information	<i>We are recruiting for x2 posts</i>

The role

The Business Change Manager works in the Programme and Projects Delivery Group (PPDG) within IT Services and is line managed by the Head of Business Change. The role of PPDG is to deliver IT projects effectively and professionally, to bring business benefits to our stakeholders across the university through enhanced use of technology and improved business processes. The group is comprised of Programme and Project Managers, Business Analysts, Testers, Business Change Managers, Implementation Officers and Communications Officers, who work closely with other groups within IT Services and with our customers. The PPDG operates under a matrix management system with staff assigned to one or more projects, working in project delivery teams led by Project or Programme Managers for project work.

The role of the Business Change Manager is to ensure that the impact of change initiatives across the collegiate University are understood by all stakeholders, and that those impacted by the change (both staff and students) are supported and prepared to adopt new ways of working. They ensure that changes to business processes, job roles, organisational structures, systems, technology, and on-going support structures are embedded and sustained in order to deliver the desired business outcomes.

They will be assigned to the more complex projects or Programmes (several inter-related projects), and will be responsible for the management and direction of other business change staff who are working on the assigned project/Programme (e.g. Communication and Implementation officers; Trainers).



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

Responsibilities

Within the remit of the assigned projects/Programmes, 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 and communication professionals to ensure they deliver the required outputs to time and high quality.
- Assist the project/programme manager in motivating the project/Programme team to work together in the most efficient manner

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 Programme Manager whether the project/programme will deliver the required products/outputs and services that will lead to the desired outcomes

Stakeholder Engagement

- Identify stakeholders affected by the introduction of the new technology 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 project/programme 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 project/programme, its deliverables, and the business change which will result from it

Planning and project management

- Estimate resources required to transition to the future state and sustain the change
- Provide input to the project/programme plan, ensuring business change milestones are incorporated
- Monitor and review progress, working closely with the Project/Programme Manager 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 documentation is complete, current and stored appropriately

Change Impact Assessment and Management

- Establish the organisational scope of the business change with the relevant stakeholders
- Assess the scale and impact of the proposed change, and define an appropriate Change Management Strategy`
- Define change management plans with different stakeholder groups
- Manage the stakeholders through the change process, ensuring that the change brought about by projects/programmes is managed coherently
- Review business change plans and revise as appropriate to meet changing needs and requirements.

Training

- Work closely with the Training Manager and business teams to understand the learning requirements associated with systems delivery
- Define an appropriate learning programme, and manage its delivery with the project trainer
- Provide training and direction to business managers and stakeholders on business change related activities, including resistance management
- Provide Business Change related advice and guidance to PPDG staff and IT Services management

Transition:

- Work closely with Transition Analysts and business Managers to define a coherent plan for transitioning the project into business as usual, ensuring timescales meet business needs
- Ensure all roles required are identified and in place for transition
- Ensure all necessary handover is achieved by the time transition is complete
- Undertake business readiness assessments to establish whether impacted teams are prepared to adopt the new ways of working

Communications

- Work closely with the assigned Communication Officer or the Communications Manager to ensure targeted stakeholder communication strategies and plans are defined and implemented
- Report progress of the Business Change activities at regular intervals to appropriate project/programme team members and Boards either face to face, or via the production of regular highlight reports

Line Management (if required)

- Perform line management duties for assigned staff (Business Change Managers, Implementation Officers and Communications Officers) including setting objectives, monitoring performance, and dealing with issues
- Offer support through regular 1-to-1 meetings
- Carry out annual Personal Development Reviews, identifying and implementing necessary training

Selection criteria

Essential selection criteria

1. Solid understanding of how people go through change, and experience of change management principles, methodologies, processes, and tools involved in introducing technology related business changes to an organisation
2. Proven experience as a Business Change Manager on complex projects impacting a wide range of stakeholders
3. The ability to bring order to complex situations and maintain focus on the project/programme objectives.
4. Proven negotiation skills and interpersonal fluency, able to establish and maintain strong relationships, and relate confidently to users at all levels
5. Risk management skills
6. Previous experience in motivating a team, and of working effectively as part of a wider team
7. Experience in line Management and staff development
8. Excellent interpersonal skills and active listening skills
9. 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
10. Excellent written and verbal communication skills; able to communicate with technical staff as well as business users and stakeholders at all levels

11. Knowledge and experience of communications planning and delivery to support change initiatives, and able to clearly articulate messages to a wide variety of audiences

Desirable selection criteria

1. Experience of working in an HEI or similar non-commercial organisation
2. 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>

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.