

## DEPARTMENT FOR CONTINUING EDUCATION

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### Summary

<b>Job title</b>	Senior Business Change Manager
<b>Department</b>	Continuing Education
<b>Location</b>	Rewley House, 1 Wellington Square, Oxford, OX1 2JA Ewert House, Summertown, Oxford, OX2 7DD
<b>Grade and salary</b>	Grade 9: £52,815 - £61,198 per annum
<b>Hours</b>	Full-time (37.5 hours / 1.0 FTE)
<b>Contract type</b>	Fixed-term (18 months)
<b>Reporting to</b>	Head of Online Course Development & Implementation
<b>Vacancy reference</b>	173156
<b>Additional information</b>	Flexible working pattern of 3 days on campus and 2 days remote, per week

### The role

The University of Oxford is known for its distinctive teaching approach – born of a rich sense of place. Its ambition is for greater reach, sharing excellence with the world. Oxford's Online Education Hub is a strategic service that enables academic teams to sustainably grow their online curricula. The Hub aims to broaden access for non-traditional students; engage intellectually curious citizenry; drive innovation in online education; and develop alternative revenue sources.

The Senior Business Change Manager is a new role, reporting to the Head of Online Education. You'll be joining a team culture that's deeply committed to enabling world-class student experiences and to supporting and empowering one another.

The Senior Business Change Manager for the Hub will engage across the Collegiate University and the wider HE sector in a discourse on Online Education, helping communicate value and responding to stakeholder needs. The role will shape a more nuanced understanding of who an online student might be and what an online course can be, driving a culture shift in how online teaching and learning is viewed.

The role will help to position a prestigious brand in the dynamic and high growth global market for online education. Oxford's traditional brand is held in high esteem, requiring a well-informed communication strategy that safeguards Oxford's reputation for excellence in education. The role will leverage the 800-year history of the University, to propel our educational offering to global and diverse audiences, both in established and emerging markets.



The Senior Business Change Manager will bring their experience of the tertiary education sector to engage across a devolved and collegiate university culture, working across College, Divisional and Departmental cultures both tactically with teaching teams and strategically with senior leaders.

The Senior Business Change Manager will be expected to build productive and empathetic relationships with a varied group of academic and professional stakeholders, communicating the value of the Hub's services and driving up-take. This will require highly bespoke and contextual messaging, delivered through committee reporting, departmental meetings, roadshow/showcase events, focus groups, digital comms campaigns, conferences etc.

The Senior Business Change Manager needs to work in an iterative and agile fashion, combining both strategic/market-led insight with local/on-the-ground insight, informing effective change strategies. The role will work collaboratively with the wider Change community – notably within the Digital Transformation Programme, sharing best practices, fostering inter-departmental sharing of resource, and enabling coordinated messaging.

The role expects a high degree of data literacy, able to not only gather and analyse data, but ideally bring a systems-thinking mentality that supports Oxford's approach to scaling the online education model.

Ultimately, the role requires a passion for innovation in education and a commitment to meet and surpass the needs of Oxford's contemporary online students.

## **Responsibilities**

### **Stakeholder Engagement**

- Identify stakeholders impacted by the opportunities in online education, 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 online education strategy
- Manage the expectations from the different stakeholder groups, in close collaboration with the Head of Online Education
- Identify effective ways in which business stakeholders are introduced to the services of the Online Education Hub, and the business change which will result from it

### **Change Impact Assessment and Management**

- Define the scope of the organisational change required to grow the online curriculum 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 academic and professional stakeholder groups
- Manage the stakeholders through the change process, ensuring change across the Hub is co-ordinated coherently to stakeholders
- Review business change plans and revise as appropriate to meet changing needs and requirements.

### **Communications**

- Work closely with relevant communications resources and colleagues 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 Committees either face to face, or via the production of regular highlight reports

### **Benefits Realisation**

- Establish a benefits realisation model, to support the business in taking ownership of the success of their online curricula
- Plan benefit realisation reviews for online curricula, 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

### **Training**

- Work closely with the relevant training resources and business teams to understand the learning requirements associated with systems delivery
- Define an appropriate digital change learning programme, and manage its delivery
- Provide training and direction to business managers and stakeholders on business change related activities, including resistance management

### **Planning and project management**

- Estimate resources required to transition to the future state and sustain the change
- Provide input to product and strategic planning, ensuring business change milestones are incorporated
- Contribute to the development of business cases for new online courses
- Monitor and review progress, working closely with the Head of Online Courses 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

### **Selection criteria**

## Essential selection criteria

Ref.	Criteria	Stage of the recruitment process when criteria will be considered (marked with 'x'):		
		Shortlisting	Interview	Practical Exercise
E1	Proven experience as a Business Change Manager on complex projects impacting a wide range of stakeholders	x		
E2	Previous involvement identifying and assessing the needs of complex groups of stakeholders to drive organisational change in higher education	x		
E3	Examples of building consensus and removing barriers to change in academic organisations		x	
E4	Design, build and manage innovative and multi-platform communication campaigns, that reach audiences where they are at			x
E5	Experience enabling business stakeholders to define success criteria and realise benefits, at scale			x
E6	Supporting stakeholders develop change skills to support resilience through on-going training		x	
E7	The ability to bring order to complex situations and maintain focus on the project/programme objectives.	x	x	
E8	Previous experience working in a matrix structure and/or building cross disciplinary teams	x		
E9	Excellent interpersonal skills and active listening skills	x		
E10	Collaborative mindset, able to work in a consensus-orientated and collegiate environment.	x		
E11	Innovative thinker, with insight into emerging trends in online education.		x	
E12	Evaluate risks and make judgments on appropriate change strategies.		x	

## Desirable selection criteria

Ref.	Criteria	Stage of the recruitment process when criteria will be considered:		
		<i>Shortlisting</i>	<i>Interview</i>	<i>Practical Exercise</i>
D1	Experience of working in a Higher Education environment	X		
D2	Understanding of the management structures, politics, and culture of the University	x		
D3	Evidence of using systems-thinking to drive continuous improvement in product management	x		
D4	Experience of coordinating with change functions across the University to support a joint change strategy	x		

### 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](http://www.ox.ac.uk/about/organisation).

## Department for Continuing Education

The Department for Continuing Education is one of the University's largest departments and every year has circa 15,000 student enrolments on its courses and programmes. Our main areas of work are in continuing and professional education, and we engage with individuals and organisations locally and globally. The Department is headed by the Director, and the senior management team. There are over 200 members of staff in the Department. Departmental facilities include a Residential Centre (with a hotel and catering operation), Common Room, Library, Lecture Theatre and a range of teaching and computing rooms, many with state-of-the-art facilities for hybrid teaching. We have a dedicated online course production unit, Technology-Assisted Lifelong Learning (TALL), which specialises in course development and consultancy.

For more information please visit: [www.conted.ox.ac.uk](http://www.conted.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.

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### 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).

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### 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

[personnel@conted.ox.ac.uk](mailto:personnel@conted.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 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 70<sup>th</sup> 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, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

### Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

### University Club and sports facilities

Membership of the University Club is free for University staff. It 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 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

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector. Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. See <https://hr.admin.ox.ac.uk/my-family-care>

### Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

### Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

### The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is 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).

### Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>