



Summary

Job title	Head of Business Change - Maternity Leave Cover
Division	University Administration and Services
Department	IT Services
Location	Central Oxford / Hybrid
Grade and salary	Grade 9: £52,815 - £61,198 with a discretionary range up to £66,857 per annum
Hours	Full-time (minimum 0.8 FTE)
Contract type	Fixed Term Contract- 12 months Maternity Leave Cover
Reporting to	Director, Programmes & Projects Delivery Group
Vacancy reference	174139
Additional information	Secondment opportunity for internal candidate

The Role

The Head of Business Change is a key leadership role in the Programmes and Projects Delivery group within IT Services at the University of Oxford. Working in collaboration with stakeholders from across the collegiate University, this group supports successful delivery of substantial portfolios of investment in alignment with the University’s strategic objectives.

The role works alongside a team of Portfolio and Programme Managers and senior stakeholders across central teams, divisions and departments, helping to inform business cases, identify risks, and providing visibility of the change landscape across the University so that informed decisions on priorities for investment can be made. A key component of the role is to ensure investments are resourced for success with staff drawn from a small in-house team supplemented by specialist contractors. The role will continue to grow the in-house team, building talent pipelines and working with Portfolio Managers to establish core teams embedded throughout the portfolios and their major investment programmes.

Through leadership of the Business Change Practice, the post holder will ensure that changes to business processes, job roles, organisational structures, systems, technology, and ongoing support structures are defined and embedded so that the desired outcomes are achieved and sustained. The Head will advise and guide complex projects affecting large groups of staff and students where appropriate, supporting issue resolution and risk mitigation.



This role will also support discussions and planning for the role of business change in digital services as we move into the 24/25 academic year.

The post holder will need to possess outstanding leadership qualities, be acknowledged as an expert in their field, and have the skills and experience required to liaise and work with stakeholders at all levels. Knowledge of the University's operating structures is strongly preferred, as is the ability to influence and manage stakeholders in respect of the significant change that the programmes will introduce.

Responsibilities

1. Leadership

- Provide leadership for a high-performing team of business change and communications staff and continue to support strong, collaborative team spirit in the business change practice
- Working with the group director and senior staff in the group, help evolve change delivery services we provide to build trust and raise awareness of expertise available
- Working with the group director and other resource managers, take forward strategic resourcing initiatives which will reduce reliance on contractors and grow number of staff brought into the in-house team via internal career development opportunities
- Play a lead role in helping to establish core teams of resource embedded in portfolios
- Perform line management duties for staff, particularly seeking career development opportunities, setting objectives, monitoring performance, and dealing with issues proactively and quickly to support retention and well-being
- Working with colleagues, support drive to build pipelines of talent bringing in high calibre graduates and apprentices

2. Portfolio Change Management:

- Working closely with portfolio and programme managers and senior stakeholders, understand business needs, capabilities and change preparedness and provide insight to inform business cases
- Support and guide senior stakeholders in prioritising work which will maximise the benefits of investment in technology
- Work with the portfolio teams to report on continuous value delivery and benefits realisation
- Provide overall assurance for how technology-enabled change is being managed
- Embed and sustain change through setting up key user networks, encouraging and supporting continuous improvement

3. Build Change Capability

- Continue to evolve the vision and practice for business change, notably in strategic approaches to resourcing and collaboration with other teams
- Champion outstanding practice in change management and drive greater understanding of the criticality of the change management function
- Support stakeholders in understanding change management and increasing their capabilities
- Co-chair the University's Business Change Forum, bringing together all those involved in change roles across the University to share knowledge and experience, and continually improve the management of change
- Keep up-to-date with global developments in the business change profession, attending conferences, building contacts in other Higher Education institutions, and attending webinars from key leaders in the field, so that the University benefits from best practice and from the experience of other similar organisations

4. Resourcing

- Working closely with portfolios, the digital transformation programme and other central teams, understand and plan for strategic resourcing requirements, both immediate and long-term, at all times seeking to minimize reliance on contractors.
- Working with your team leads, ensure requirements for business change resource are fulfilled in most optimal manner possible and embedded as early as possible into teams to support excellent user experience

5. Communication and promotion

- Working in close collaboration with the Digital Transformation Programme Team, the Digital Governance Unit and senior communications specialists embedded in divisions and central teams, support development of effective structures for delivery of coordinated communications across a wide array of activity
- Grow the communications practice to ensure excellence and innovation in the artefacts being produced and used by Portfolio teams
- Ensure consistency in messages and efficiency in dissemination, so that stakeholders across the collegiate University receive relevant and timely information about changes that affect them.
- Promote the services and activities of the Business Change Team, and work with stakeholders at all levels in the University to understand what they require from us, and how we will be able to meet their current and future requirements.

Selection criteria

Essential selection criteria

- Demonstrated leadership skills including ability to manage and lead change professionals, coach and mentor others, assess staff performance, and ability to attract and retain talented staff.
- Significant experience as senior change consultant, working with external and internal clients in complex organisations, defining scope, costs and benefits of assignments, gaining agreement on these with customers, and directing teams working on these projects.
- Proven ability to work at a strategic level, shaping strategies, running consultations, and managing customer expectations.
- Substantial recruitment and line management experience, particularly in the context of high performing teams operating in a fast-paced and demanding environment. Experience working with agencies to fulfil specialist resourcing requirements.
- Outstanding communication skills, with the ability to interact with staff at all levels of the collegiate University. Experience developing innovative and engaging communication artefacts and supporting others in growing capabilities in this area. Outstanding writing skills, with ability to construct compelling narratives particularly in the context of business case development.
- Strong financial acumen and high degree of numeracy and attention to detail, including ability to review and monitor staffing budgets and monitor salary recharging assumptions.

- Proven understanding of formal project/programme/change methodologies, tools, and techniques (such as Prosci, Agile SCRUM, ITIL, PRINCE2 or MSP) and how these can be used to effectively implement IT-enabled change
- Educated to at least degree level

Desirable selection criteria

- Experience of working within a Higher Education organisation, or large public sector organisation
- Experience of delivering change in digital services context, for example, on a continuous improvement/product management basis

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**, which with effect from 1 October 2023 will be 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.