

Job description and selection criteria

Job title	Digital Transformation Manager
Division	Social Sciences
Department	Blavatnik School of Government
Location	Radcliffe Observatory Quarter, Walton Street, Oxford, OX2 6GG
Grade and salary	Grade 7: £38,674 - £46,913 (with a discretionary scale to £51,059) per annum depending on experience A market supplement maybe available for an exceptional and experience candidate
Hours	Full-time
Contract type	3 Years
Reporting to	Head of IT, AV and Operations
Vacancy ID	177550

Overview of the role

This is an exciting opportunity to join the Blavatnik School of Government, a global leader in public policy education and research, based in our stunning building in the Radcliffe Observatory Quarter. As the Digital Transformation Manager, you will play a pivotal role in driving the strategic use of emerging technology and business systems to support our vision to support a world better led, better served and better government through world-class teaching, research and engagement. You will lead critical projects that enhance operational efficiency, and supporting innovation across the School, including the implementation of our new Customer Relationship Management (CRM) system.

In this role, you will oversee the full lifecycle of CRM system management, ensuring it meets the needs of the School's diverse stakeholders, including staff, students, alumni, and external partners. Alongside this, you will evaluate emerging technologies, explore automation opportunities, and spearhead data-driven initiatives. You will also establish a community of practice within the School to foster collaboration, innovation, and knowledge-sharing across the organisation.

The successful candidate will be a proactive, solutions-oriented professional with a deep understanding of CRM systems, project management best practices, and a

keen interest in leveraging technology for process improvement. You will have a proven ability to engage stakeholders at all levels, drive innovation, and deliver projects that make a real impact.

Responsibilities

CRM Management:

Work with the CRM Business Owners and wider network of teams to:

- Lead the development, implementation, and ongoing optimisation of CRM systems to meet departmental needs.
- Manage the integration of CRM systems with other University platforms and School systems, ensuring data consistency, security, and compliance with GDPR and other regulations.
- Analyse CRM data to generate insights, drive engagement, and inform decision-making.
- Develop and deliver training sessions for staff to ensure effective use of CRM tools and processes.
- Monitor and evaluate the performance of CRM systems, identifying areas for improvement and implementing enhancements.

Horizon Scanning and Leveraging New Technologies

- Increase the capability of individuals and teams across the School to exploit current tools and technology to maximum advantage and evaluable impact.
- Identify and evaluate emerging tools, technologies, and AI products that could enhance the School's operations and explore ways to integrate and implement these new capabilities across different teams and functions.
- Assess opportunities to automate manual processes and improve efficiency and collaborate with teams across the School to identify and implement automation solutions.
- Be a source of advice for faculty and team leaders who wish to use digital tools to transform their ways of operating.

Data-Driven Initiatives

- Develop a data strategy and help teams leverage data more effectively for reporting and decision-making, taking advantage of new cross-School systems and finding ways to integrate existing systems to provide a clearer data picture
- Working with the Director of Finance and Administration and other team leads, provide data analysis, dashboards and insights to support the School's corporate performance and find opportunities for continuous improvement.

Project Management:

- Lead and deliver complex digital transformation projects from initiation to completion, ensuring they align with strategic priorities and are delivered on time and within budget.
- Develop detailed project plans, including timelines, budgets, risk assessments, and resource allocation.
- Coordinate cross-departmental teams, fostering collaboration and communication among stakeholders.
- Produce regular project updates, reports, and presentations for senior leadership and governance boards.
- Display, role model and help building capability in digital project management best practices and University policies.
- Seize opportunities and rapidly implement small changes that can make a positive impact for the School in a quick and agile way.

Stakeholder Engagement and Collaboration:

- Act as the main point of contact for CRM and project-related activities, building strong relationships with stakeholders across the school, particularly key business owners and champions.
- Work closely with academic, professional, and IT teams to understand their digital transformation needs and translate them into system and project requirements.
- Facilitate workshops and meetings to gather feedback, resolve issues, and ensure alignment with strategic goals.
- Establish a community of practice where representatives from each team can share knowledge, learn about new tools and technologies, and support each other in driving innovation.
- Facilitate training and knowledge-sharing sessions to build capabilities across the organisation.

Compliance and Governance:

- Ensure all CRM and digital project management activities comply with University regulations, data protection laws, and relevant standards.
- Maintain up-to-date documentation, including policies, procedures, and guidelines.

Selection Criteria

Applications will be judged only against the criteria set out below. Applicants should ensure that their application demonstrates clearly how their skills and experience meet these requirements:

Essential

1. **Qualifications and Experience:**
 - a. A degree or equivalent professional qualification and/or substantial relevant experience in CRM management or similar systems and/or project management.
2. **CRM Expertise:**
 - a. Proven experience in managing and optimising CRM and/or similar systems, including implementation, integration with other platforms, and delivering user training.
 - b. Strong understanding of data management and reporting, with knowledge of GDPR and data protection requirements.
3. **Project Management Skills:**
 - a. A strong track record of delivering complex projects on time, within scope, and budget.
 - b. Familiarity with project management methodologies such as Agile, or similar.
 - c. Experience of producing and iterating project documentation, such as plans, risk assessments, and progress reports.
4. **Analytical and Problem-Solving Skills:**
 - a. Advanced analytical skills, with the ability to interpret data, generate insights, and provide actionable recommendations.
 - b. A proactive and solutions-focused approach to challenges.
 - c. Innovative in coming up with creative ideas to use digital technology to help transform and improve operations
5. **Stakeholder Engagement and Communication:**
 - a. Demonstrated ability to engage and collaborate with diverse stakeholders, including senior management, technical teams, and end-users.
 - b. Excellent written and verbal communication skills, including the ability to present complex information clearly to non-specialist audiences.
 - c. Ability to coach and improve capabilities of others.
6. **Organisation and Time Management:**
 - a. Strong organisational skills with the ability to prioritise tasks effectively and manage competing deadlines.
7. **Technical Awareness:**
 - a. A sound understanding of IT systems, digital tools, and emerging technologies relevant to CRM and project delivery and an ability to apply those to improving business impact and efficiency

Desirable

1. **Sector Experience:**
 - a. Experience working within a higher education, public policy, or non-profit environment.
2. **Specific CRM Knowledge:**
 - a. Familiarity with CRM platforms such as Salesforce or Hubspot.
3. **Professional Certification:**
 - a. Project management certification, such as Prince2 Practitioner, PMP, or Agile.
4. **Change Management Experience:**
 - a. Experience leading or supporting organisational change initiatives through CRM or project delivery.

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. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. 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.

The Blavatnik School of Government

Our vision is of a world better led, a world better served and a world better governed. We are a global school committed to improving the quality of government and public policymaking worldwide, through three routes: teaching current and future leaders; applied research; and engagement with government and practitioners.

The School was founded in 2010 and our founding dean is [Professor Ngaire Woods](#). We admitted the first 38 Master of Public Policy (MPP) students in 2012 and we currently accept around 140 MPP students and around eight doctoral students a year. We also accept a small group of students for our MSc in Public Policy Research.

The Blavatnik School of Government holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all. You can find more information on the [Blavatnik School of Government's website](#).

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. This should be in your own words and provide 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.

If you currently work for the University please note that:

- as part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

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 HR team directly on recruit@bsg.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, 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 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 (see <https://hr.web.ox.ac.uk/family-leave>). 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/>.

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.

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>