

Change Manager			
School / Department:	Change and Improvement	Grade:	H, £52,462 - £60,842
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Pension classification:			Other
Responsible to:	Head of Change and Improvement Team	Responsible for:	N/A
Job Purpose			
To play a key role in ensuring University change initiatives and major, strategic projects deliver benefits realisation through provision of specialist guidance and support and embedding change adoption practices.			

Main Activities and Responsibilities
Major Projects 1. Manage the delivery of change activity for major, strategic projects including developing business impact assessments, stakeholder management, benefits management, training and communication planning. 2. Engaging with project teams from early in the development of the business case to ensure that appropriate change adoption activities are included in the scope and costs of the project. 3. Proactively seeking out and tackling change management issues that will prevent the delivery of business benefits in major projects, facilitating open communication and discussion between stakeholders. 4. Coach and support Project Management Teams and those leading change in the development of change, stakeholder and communications plans, and provide assurance to the organisation that these are complete and appropriate. 5. Provide expert support and advice to senior management who oversee and govern the University change portfolio including management information about projects in progress, the identification of areas of resistance and opportunities for improvement. 6. Trouble-shooting activities on projects, analysing and implementing appropriate solutions either directly or through advising the Project Management team on suitable approaches. Standards and Methods 7. Acting as subject matter expert for change adoption processes and techniques that can be applied to projects 8. Leading on the development and promotion of the University methodology for change management for use on major projects and smaller initiatives in order to drive a consistent and common approach.

9. Build and maintain a picture of the overall pattern and workload of change across the institution in line with the University Strategic plan and advise senior management of concerns and issues.

Advocacy and Staff Development

10. Supporting the creation and delivery of a training development plan to develop expertise in change management related roles across the University.
11. Building and maintain a register of approved training courses in relevant disciplines and of change management forums, within the HE community and the broader change management community, publicising and encouraging engagement.
12. Creating and maintaining a repository of best practice case studies and other appropriate resources.
13. Leading on the delivery of corporate change activities such as communication campaigns, the change champion network and change festivals.
14. Plan, develop and lead on the University Change Network and other University wide change activity relating to the major project portfolio including communication campaigns and change festivals.

Managing People and Resources

This role has no direct permanent supervisory responsibilities, but may from time oversee the work of contingent change resource brought in to work on projects.

Communication

- Utilise a high level of written and spoken communications skills to communicate and influence at all levels including, VCO, Corporate Management Group and the Board of Governors.
- Support senior management in the development of the strategic change messages.
- On specific projects responsible for activities to ensure change is adopted and embedded including corporate messaging.
- Network with other practitioners, inside and outside of HE, to keep up to date with best practice and share lessons learned.

Teamwork and collaborative working

- Work closely with HR and Marketing and Communications, on individual initiatives and at a University-wide level.
- Lead and nurture the University's Change Champion Network and the Project Management Community of Practice, to raise the awareness of change management across the University.

Initiative, problem solving and decision making

- Continuous improvement in the areas of change and benefits management.
- Scanning for opportunities and problems in the change management area and developing strategies to address these.
- Familiarity with multiple problem-solving techniques.

Work environment

Be aware of the risks in the workplace and the potential impact on their own work and that of others. In own area of work conduct risk assessments, take steps to reduce hazards and take responsibility for the health and safety of self and others.

Person Specification

Essential Criteria	Application Form / Support Statement / Interview
Educated to degree level or equivalent experience; relevant Masters level qualification an advantage	Application Form
Experience with multiple significant organisational change initiatives	Application Form / Support Statement / Interview
Understanding of the political context and appreciation of priorities and challenges facing HEI's.	Interview
Evidence of commitment to continuing professional development.	Interview
Experience of developing and implementing change approaches that support the successful adoption of change and delivery of measurable benefits.	Application Form / Support Statement / Interview
Experience of working within project or programme governance structures and integrating change management activities into project delivery plans.	Interview
Excellent written and verbal communication skills	Interview
Excellent interpersonal skills, especially facilitation	Interview
Experience of developing change management methodologies, frameworks, toolkits, governance processes or sets of standards	Application Form / Support Statement / Interview
Experience influencing and advising senior leaders on organisational readiness, change impacts, risks and adoption strategies.	Application Form / Support Statement / Interview
Able to demonstrate significant experience in: • Work with a high degree of autonomy in a fast-paced environment. • Strong interpersonal skills with the ability to engage with and develop effective working relationships with colleagues and stakeholders from different disciplines and at all levels. • Use of change management methods and tools. • Developing change and benefits realisation plans and working with project teams to integrate these into the plan. • Coaching and mentoring of project teams. • Developing stakeholder communications and change messages • Working with senior management teams and corporate governance.	Interview
Evidence of a diplomatic and confident approach to handling senior stakeholders through negotiation, conflict resolution and presentation capabilities.	Interview

Desirable Criteria	
Certification in Change Management – CMI, ACMP, PROSCI, etc.,	Application Form / Support Statement
Built and maintained a picture of the overall pattern and workload of change across an organisation and advising senior management of concerns and issues.	Application Form / Support Statement
Demonstrable experience of embedding change management approaches / frameworks across an organisation	Application Form / Support Statement

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation and discussion, or teaching session etc.