## JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Change Project Manager</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Strategic Planning and Change</td>
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<tr>
<td>Grade:</td>
<td>8</td>
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<tr>
<td>Accountable to:</td>
<td>Assistant Director – Strategic Projects</td>
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### Purpose of the Post

The post holder will play a significant role in the management of change projects and improvements to institution-wide processes and working practices in support of strategic objectives and provide evidence and insights to support strategic decision making.

### Key areas of responsibility

Managing and supporting strategic change projects in order to:

- Make more effective use of the skills and experience of staff.
- Improve levels of service and satisfaction.
- Deliver operational efficiencies and effective use of resources.
- Embed a culture of continuous improvement.

### Key Tasks

**Manage major strategic projects and change and business enhancement projects**

1. Manage strategic projects within agreed timescale, cost and defined quality standards.
2. Gather and organise complex information and data to identify underlying issues and their causes and provide solutions to rectifying these. Considering factors such as cost, benefits, risks, timing, buy-in, goals and values.
3. Ensure that there are effective feedback mechanisms in place by championing a consultative and partnership approach to the development of plans and implementation of change.
4. Make a significant contribution to the preparation of evidence based business cases, this includes the creation of appropriate documentation for submission to the University’s governance process.
5. Identify interdependencies between major projects and change initiatives, ensuring stakeholders are consulted and fully engaged and the wider impact of projects and change initiatives are planned for.
6. Create Communication Plans targeted to all stakeholders.
7. Provide reports and presentation on project progress, including the creation and update of project web pages.
8. Assign roles to project team members and delegate activities as appropriate; monitor achievement and escalating issues appropriately to ensure delivery of the business benefits.

9. Document service-user expectations and elicit requirements using interviews, workshops, one to ones, surveys, business analysis and review, as appropriate.

10. Apply a wide range of improvement techniques and tools to review business processes, these will include: process mapping, root cause analysis, cause and effect analysis and prioritisation techniques.

11. Ensure that wherever appropriate, best practice within a service across the sector is explored, documented and put forward for implementation.

12. Identify, assess and monitor risks and impact associated with projects, including proposed service changes, recommending mitigating actions as appropriate.

13. Identify and agree training needs for each phase of project implementation in order to support effective change management.

14. Chair project meetings, set the agenda, take minutes and ensure all actions are followed up.

15. Agree and monitor project budgets and resource.

16. Provide constructive and timely responses to requests from members of the College senior management.

**Promote and develop project management capability across the College**

17. Promote sound project management standards and change management support practices across the College.

18. Contribute to the Project Managers’ Community of Practice.

**Support the development of a culture of process improvement across the College**

19. Assist in the development the Royal Holloway approach to process improvement (drawing on methodologies such as Lean or Six-Sigma). This will include the development and maintenance of a ‘toolkit’ of templates and guidance handbooks as well as website support and advice.

20. Deliver training, facilitate events and coach colleagues using a variety of lean business enhancement tools.

21. Champion the concept of ‘continuous improvement’ across the College.

**Other**

22. Keep abreast of current local, regional, national and international policy developments and initiatives relevant to the College and appraise colleagues as appropriate.

23. As the needs of the College change the above job profile, duties and location of the role within the College will be adjusted accordingly.

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.