JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Change Manager</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Strategic Planning and Council Secretariat</td>
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<tr>
<td>Job type</td>
<td>Full Time, Fixed Term</td>
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<tr>
<td>Grade:</td>
<td>8</td>
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<tr>
<td>Accountable to:</td>
<td>Head of Strategy Implementation</td>
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<td>Accountable for:</td>
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Purpose of the post

The College is currently developing an exciting and transformative new 3-year strategic plan for the College. The plan will introduce a significant amount of change to the College, and this role is fundamental to its implementation.

The role sits within the Strategic Planning directorate. The role-holder will also work closely with the Senior team including the Deputy Principal (Operations) and Senior Vice Principal (Academic Strategy, Planning and Resources) to support the transition to new ways of working. The Strategic Planning Directorate is responsible for providing planning support and management information to inform decision making as part of the strategic planning process and the delivery of the College's strategic objectives.

This role will provide change management support to ensure the successful delivery of a series of interventions contributing to a significant shift in our approach to business processes required to achieve our strategic objectives. In particular, the role will ensure that helping colleagues to understand the requirement for change and removing barriers to change are integrated into project planning and delivery.

Key tasks

The new plan will require a suite of projects that move the College forward to achieve its objectives. This role is fundamental to ensuring that we successfully transition our College, our staff and our processes to more effective and efficient ways of working that support our strategic objectives. The key responsibilities include:

Leading Change

1. Lead work to develop and embed practices to ensure that projects deliver on the anticipated change outcomes.

2. Undertake Project Management for key strategic projects within the plan, supported by the Strategy Implementation Team.
3. Work to ensure that the business solutions align with the vision, mission, objectives, and strategy as well as, where possible, the business and user needs. Clearly identifying and recognising viable solutions or controls.

4. Provide consultancy and support to ensure stakeholder engagement and management plans are developed and change readiness is assessed.

5. Contribute to the successful implementation of changes by ensuring that the people impacts are identified and managed throughout the project and appropriate plans to support adoption are in place after implementation.

6. Provide valued consultancy expertise to ensure that change plans and deliverables are tailored to address organisational priorities, are cost effective and support delivery of organisational change.

7. Collaborate with colleagues to develop plans that will enable Professional Services Directorates to transform in ways which enable them to deliver the College’s strategic priorities.

8. Work closely with the existing project support team (Business Analyst and Change Project manager) to support implementation of process change. This should be done using appropriate tools and techniques.

9. Build capacity across the College in planning, managing and delivery of change projects through development of tools and techniques, raising awareness and understanding of change management approaches and coaching key stakeholders in their use.

10. Facilitate the development of Project Managers, Boards and Teams, to drive planned improvements in leadership, capability, capacity, engagement, ways of working and resource management to support programme delivery.

Support Strategic Initiatives

11. Provide management reports on progress to and attend relevant Boards and Committees. This may include setting agendas and taking minutes at project meetings specific to your delivery remit.

12. Manage initiatives assigned to you within agreed timescales, cost and defined quality standards.

13. Identify interdependencies between major IT projects and change initiatives, ensuring stakeholders are consulted and fully engaged and the wider impact of projects and change initiatives are planned for.

14. Support Project Managers and Boards in developing Communications Plans that are complementary to one another and that enable stakeholders to understand their role in the initiatives into which they have input.

15. Contribute to the development of transparent, clear and timely communications for the Strategic Plan as a whole.

16. Establish business requirements using interviews, workshops, one to ones, surveys, business analysis and review, as appropriate.
17. Ensure that wherever appropriate, good practice across the sector is explored, documented and put forward for implementation.

18. Identify, assess and monitor change related risks and impact associated with initiatives, recommending mitigating actions as appropriate.

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

20. Working closely with colleagues from IT and Estates, promote sound change management methodologies, aligned with best practice applied across the College.

Support the Strategic Plan

21. Develop and maintain a good understanding of the aims, objectives, risks and KPIs within the new Strategic Plan.

22. Collaborate with Schools, Academic Departments, and relevant academics, plus Professional Services Directorates, Departments, and teams to ensure cohesion and commitment to the Strategic Plan.

23. Promote and contribute to the successful delivery of the 3 year strategic plan and people strategy through the development and embedding of change management into project delivery.

24. Contribute to the development of a culture of continuous improvement characterised by a consultative and partnership approach to the development of plans and implementation of change.

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 and expectations

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.