



JOB DESCRIPTION

Job Title:	Director of Transformation
Department / Unit:	Strategic Planning and Change
Job type	Full Time, Fixed Term, Professional Services
Grade:	RHUL 10
Accountable to:	PVC Academic Strategy, Planning and Resources
Accountable for:	Transformation Team
Purpose of the Post	
<p>The University is undertaking a major Transformation Programme over the next few years and the post holder will lead this transformation activity to enable the programme to be successful. The role holder will lead a new team which is being created within the institution which will bring together expertise around change management, communications and human resources.</p> <p>The role holder will deliver organisational change involving changes to processes, technology, structure, behaviour, and introducing new ways of working. They will start this large-scale transformation programme from scratch, putting colleagues and students at the heart and being mindful of cultural change will be vital.</p> <p>Through careful planning, monitoring, prioritising and clear communication, this role will create a comprehensive overview of change-related initiatives enhancing the University's capacity and capability to deliver impactful outcomes.</p> <p>Establishing regular reporting mechanisms with project leads will enable effective decision-making, timely progress, and prioritisation across available resources. This will also support visibility across workstreams, ensuring the interconnected nature of projects is considered and that dependencies are identified.</p> <p>The Director of Transformation will be a visible, inclusive and collaborative leader, ensuring the implementation and delivery consistent with the provision of the very best student and colleague experience.</p>	

Key Tasks

Transformation

1. Lead the planning, monitoring and delivery of our transformation programme and oversee and coordinate various projects and initiatives across the University.
2. Work collaboratively with the University Leadership Team, academic and professional services colleagues, and as applicable, external stakeholders, to embed the transformation and ensure its success
3. Lead on monitoring progress of the transformation programme through establishment of appropriate milestones and performance indicators, designed collaboratively with the Director of Strategic Planning
4. Ensure benefits realisation of the transformation programme in line with the University approach
5. Ensure that transformation activity aligns with the programme objectives by working closely with the senior team responsible for delivering these objectives
6. Ensure effective risk and issue management across transformation activity
7. Work with the Director of Strategic Planning to align activities to the existing plans and roadmap for the Institution
8. Work with the Head of Strategy Implementation to ensure consistent delivery across all change initiatives and especially ensuring consistency across reporting, templates and methodologies.
9. Foster a culture of innovation, adaptability, and continuous improvement across the University
10. Ensure appropriate reporting and governance is undertaken to deliver the transformation programme
11. Ensure that the transformation programme is well known and understood by colleagues across the institution through appropriate communications planning and delivery.
12. Develop and deliver effective methods for ensuring change is long-lasting and consistent – through training, communication and other appropriate methodologies (e.g. ADKAR)
13. Work with the Director of Strategic Planning to ensure that the transformation programme aligns with the university's strategic action and enabler plans
14. Work with the Director of Strategic Planning to ensure that the transformation programme considers financial sustainability, environmental sustainability, equality impacts and diversity throughout its delivery, reporting and early life support.
15. Provide additional capacity to projects as needed to support work such as benchmarking and developing documentation.
16. Lead on delegated activities to support the PVC

Transformation Team

17. Manage and develop a multidisciplinary team, championing professional growth and wellbeing
18. Ensuring that equality, diversity and inclusion are central to the transformational change and equality impact assessments are carried out as applicable
19. Ensure appropriate training and development plans are in place for the team, setting clear objectives and ensuring the roles and responsibilities of team members evolve in response to the needs of the University

Other Duties

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

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

Internal and external relationships

The following list is not exhaustive, but the post holder will be required to liaise with:

- Members and committees of Council
- Executive Team
- Senior Leadership Team (including the above plus Executive Deans of School and Directors of Professional Services)
- Management committees
- Strategic Planning Directorate
- Staff working across academic departments and professional services
- Other Higher Education institutions

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Director of Transformation

Department: Strategic Planning and Change

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Educated to degree level and/or relevant professional qualification, or substantial relevant experience	✓		Application Form
Relevant training/qualification in project management and/or programme management		✓	Application Form
Skills and Abilities			
Excellent interpersonal skills with proven success in developing effective working relationships with senior colleagues and at all levels within the organisation, contributing to discussion and decision making	✓		Application Form / Interview
A flexible, problem-solving approach, able to transform an idea into a recommended course of possible actions	✓		Application Form / Interview
Excellent communication skills including negotiating, influencing, coaching and listening	✓		Interview
Facilitation skills with ability to bring together cross-functional groups to identify requirements and opportunities	✓		Interview
Experience			
Significant experience of leading major transformation programmes at a senior level within a large and complex organisation	✓		Application Form / Interview
Experience of coordinating and implementing project and change management methodologies and ensuring their adoption	✓		Application Form / Interview
Experience of developing and implementing suitable communication plans for projects and programmes, including writing content, liaising with communication teams and leaders across an organisation	✓		Application Form
Substantial experience of scoping, initiating and leading the delivery of complex change projects and programmes using structured modern management and governance approaches	✓		Interview

Experience in overseeing reporting, budgeting, risk monitoring and issue monitoring for portfolios, programmes and projects	✓		Interview
Experience of ensuring change adoption and effectively embedding change in an organisation	✓		Application Form
Extensive experience of line managing and developing people at a range of levels including leading teams and matrix management	✓		Application Form / Interview
Experience of business analysis techniques and approaches	✓		Interview
Other requirements			
Excellent understanding of the key challenges facing the HE sector and the impact of these on Royal Holloway	✓		Interview
Demonstrable commitment to equality, diversity, and inclusion	✓		Interview