

| JOB DESCRIPTION | |
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| Job title: Change Manager | Accountable to: Directors of Change Management |
| Contract length: Permanent | Hours per week: 35 Weeks per year: 52 |
| Salary: £44,708 - £52,439 | Grade: 6 |
| Service: Operations and External Affairs | Location: Cross UAL colleges |
| <p>What is the purpose of the role?</p> <p>The role of Change Manager forms part of a small team of change specialists working at a senior level across the University to effect meaningful change.</p> <p>The purpose of the role is to provide dedicated resource for a variety of priority change initiatives, projects and programmes across UAL, including strategic, infrastructure, digital and cultural change., working with people at all levels and across the organisation functions.</p> | |
| <p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • Take responsibility for key work strands within change initiatives across the University. • Support programme strands across a number of change initiatives, acting as the communication point for specific initiatives, keeping stakeholders informed and working to manage problems and potential conflict. • Raise change management capability and capacity across the University, including the ongoing development/ enhancement of a UAL Change Management Framework and driving forward and co-ordinating activity for a Change Community of Practice across UAL. • Engage with and build effective working relationships with a wide range of internal stakeholders including Executive Board members, Directors of Services, managers and staff in both College and University Services, to ensure change initiatives run successfully. • Help secure buy-in to change and, working closely with internal communications specialists, support the design, development and management of communications. • Implement effective programme and project management arrangements, ensuring that change initiatives comply with UAL's governance, oversight and risk management requirements and delivering effective administrative support for change activities. | |
| <p>General</p> <ul style="list-style-type: none"> • Assume other reasonable duties consistent with your role, which may be assigned to you anywhere within the University. • Undertake health and safety duties and responsibilities appropriate to the role. • Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work. • Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities. | |

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| <ul style="list-style-type: none">• Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.• Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations. |
| Key Working Relationships <p>As well as working with academic, technical and administrative staff, key working relationships will be developed with colleagues in Communications and External Affairs, Human Resources, Estates and IT.</p> <p>Third party partners and providers will also be key contacts for this role.</p> |
| Specific Management Responsibilities <p>Budgets:</p> <p>Staff:</p> <p>Other: significant task management responsibility</p> |

Last updated: 05/06/2018

| PERSON SPECIFICATION | |
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| Specialist Knowledge/Qualifications | <p>Sound knowledge of change management principles, methodologies and tools.</p> <p>Familiarity and confidence with project management principles and tools.</p> |
| Relevant Experience | <p>Experience of successfully managing cultural / structural change in a large, multi-faceted organisation.</p> <p>Experience of working within a change programme, supporting change through analysis, design, implementation and operational support.</p> <p>Experience of leading or being part of a team leading a significant change programme within a complex professional environment.</p> <p>Experience of working closely with, or within, the HR function to deliver successful change.</p> |
| Communication Skills | <p>Highly developed communication and engagement skills, both written and oral, confidently able to engage with colleagues at all levels to generate commitment to goals.</p> <p>Excellent written communication skills, able to present complex information in an accessible and compelling way to suit a variety of audiences.</p> |
| Leadership and Management | <p>Able to provide challenge and support effectively to influence and get the best out of people.</p> <p>Confidently engages with stakeholders and colleagues at all levels to establish trust and seek constructive outcomes.</p> <p>Able to work across the boundaries of management structures.</p> |
| Professional Practice | <p>Capable and confident in analysing and interpreting a wide range of qualitative and quantitative data.</p> <p>Able to work at pace in a complex and ambiguous multi-stakeholder environment, picking up new issues and resolving them, pragmatically weighing complexities involved against the need to act.</p> |
| Planning and Managing Resources | <p>Flexible and adaptable, able to work in ambiguous situations</p> |

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| Teamwork | <p>Able to weigh up competing views to generate ways forward and implement plans which meet organisational goals.</p> <p>Able to identify and leverage others' strengths and positions of influence.</p> |
| Creativity, Innovation and Problem Solving | Able to work effectively in complex scenarios, applying acutely developed problem solving skills. |

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

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