



Job title	Business Change Lead	Job family and level	Administrative, Professional and Managerial Level 5
School/ Department	Deputy Registrar's Department/ Information Services	Location	University Park/ Kings Meadow Campus

Purpose of role

Reporting to the Product Director, you will develop plans and strategies aimed at expanding and embedding the use of student-focused systems and processes covering all aspects of the student lifecycle. Leading a Change Champion network, the role-holder will play an important role in challenging established practices and supporting new ways of working.

You will also take the lead on engagement and communication activities relating to the Student Administration and Continuous Improvement team. Working alongside senior stakeholders, you will be responsible for shaping the communication strategy to support the delivery of new student services. This will require engaging with customers and users globally across the University, helping them plan and transition to new ways of working, underpinned by targeted communication and engagement activities.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Lead the culture, behaviour and change management activities required for the University of Nottingham community to adopt services delivered by the Student Administration & Continuous Improvement team</p> <ul style="list-style-type: none"> ▪ Develop a culture, behaviour and change management strategy in context of other university-wide change activities ▪ Plan and deliver a range of activities to support the Student Administration & Continuous Improvement team and driving adoption by the University community ▪ Work with service development teams in integrating culture, behaviour and change management activities into their planning and delivery, helping to manage the dependencies between business change activities and project benefits ▪ Act as a champion, advocating and promoting the work of the Student Administration & Continuous Improvement team and to role model new ways of working ▪ Help the University community to exploit new capabilities and championing the value of the improved student lifecycle experience ▪ Develop and support 'change champions' across the institution and helping to establish an effective community of practice 	40%

	<ul style="list-style-type: none"> ▪ Provide support to cross-University teams as they adopt new services 	
2	<p>Lead engagement of the University community in the new and existing student-related services</p> <ul style="list-style-type: none"> ▪ Develop an engagement strategy for different stakeholder skill levels and interests ▪ Outline a stakeholder engagement plan in support of team objectives ▪ Identify and building relationships with both change resisters and change advocators ▪ Design, deliver and measure the effectiveness of engagement activities ▪ Plan and run a regular stakeholder events to showcase student services and their benefits ▪ Work with service development teams to engage and involve staff in the design and implementation of new ways of working ▪ Develop effective working relationships and building networks across the University 	40%
3	<p>Leading the communication of activities and outputs of the Student Administration & Continuous Improvement team</p> <ul style="list-style-type: none"> ▪ Develop a communications strategy and outlining an internal communications plan for the programme with targeted stakeholder messaging ▪ Plan, develop and implement all communications activities ▪ Ensure all communication activities support programme objectives and are measurable 	20%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Fast, self-directed learner with ability to work on own initiative ▪ Empathetic, with strong interpersonal skills ▪ Good organisation and prioritisation skills ▪ Flexible and adaptable; able to work under pressure and adjust quickly to new situations and changing priorities ▪ Ability to communicate and explain complex issues in clear, concise, persuasive language both verbally and in writing ▪ Ability to work effectively at all levels in an organisation, identifying advocates and channelling enthusiasm for the benefit of the programme 	<ul style="list-style-type: none"> ▪ Ability to lead and develop staff, and create high performing teams ▪ Able to work at the intersection of technology and the higher education community
Knowledge and experience	<ul style="list-style-type: none"> ▪ Understanding of change management principles, methodologies and tools ▪ Experience of delivering change ▪ Experience of developing communication and engagement strategy ▪ Understanding of the challenges of change in a large and complex organisation ▪ A solid understanding of how people go through a change and the change process ▪ Experience of working in a large or complex organisation 	<ul style="list-style-type: none"> ▪ Experience of planning and creating promotional material ▪ Experience of organising large events or conferences ▪ Project management experience ▪ Experience of successful delivery in Higher Education ▪ Experience of delivering a variety of communications activities
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Educated to degree level or equivalent professional qualification 	<ul style="list-style-type: none"> ▪ Change management qualification



The University strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women's careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
- Taking ownership** Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
- Forward thinking** Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
- Professional pride** Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
- Always inclusive** Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

