



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Business Change Manager
Department/Division: Business Improvement Unit Accountable to: Head of Business Change Management

Competency	Criteria	E/D
Knowledge and Experience	<ul style="list-style-type: none"> ▪ Educated to degree level or equivalent plus relevant experience in delivering and managing services and business change. 	E
	<ul style="list-style-type: none"> ▪ An understanding of the key elements of business change and demonstrable experience of supporting people through change within a change process or project 	E
	<ul style="list-style-type: none"> ▪ Experience of working within multi-functional teams across organisational boundaries, including leading staff through a process of change. 	E
	<ul style="list-style-type: none"> ▪ Ability to create, shape and work to operational and strategic plans and project artefacts such as Vision statements. 	E
	<ul style="list-style-type: none"> ▪ Ability to synthesise information and data from a variety of sources and reach rational and clear conclusions which can be translated into operational plans. 	E
	<ul style="list-style-type: none"> ▪ Confident with MS Office applications and in learning and using new systems as required. 	E
	<ul style="list-style-type: none"> ▪ A demonstrable ability to foster and develop a culture of continuous improvement and high standards, maintaining and projecting a positive and progressive attitude. 	E
	<ul style="list-style-type: none"> ▪ Experience in articulating, monitoring and delivering organisational benefits. 	E
	<ul style="list-style-type: none"> ▪ Exposure to research environments or open research systems in Higher Education. 	E
	Communication	<ul style="list-style-type: none"> ▪ Highly developed communication skills, written and verbal, across a range of media and methods and adept at tailoring communication style and content to the needs of diverse audiences.



	<ul style="list-style-type: none"> ▪ Ability to translate and articulate planned changes to business processes, systems and ways of working into meaningful concepts and tangible impacts for impacted groups/individuals. ▪ Strong negotiation and influencing skills and the ability to build trusted partnerships and consensus across diverse stakeholder groups. ▪ Developed skills in successful engagement with stakeholder groups and securing pragmatic and viable outcomes for the benefit of the School. 	<p>E</p> <p>E</p> <p>E</p>
<p>Teamwork and Motivation</p>	<ul style="list-style-type: none"> ▪ Demonstrable experience of effective, mentoring and connecting colleagues from across the organisation. ▪ Demonstrable experience of working effectively within a team of peers and specialists; aligning work and plans; communicating successfully and sensitively; and taking a leading role when required. ▪ Strong skills in motivating stakeholders across the organisation at various levels of seniority towards a common goal; fostering a sense of common purpose; and supporting cultural change in line with the organisation's core values and strategic aims. ▪ Ability to work through organisational role and design implications of changes with HR and other relevant professionals and plan accordingly. 	<p>E</p> <p>E</p> <p>E</p> <p>D</p>
<p>Planning and Organising Resources</p>	<ul style="list-style-type: none"> ▪ Ability to facilitate and support decision-making in order to ensure optimal change outcomes in line with the project/programme scope and aims. ▪ Ability to translate the perspectives of impacted groups/individuals into effective change plans and actions. ▪ Adept at reviewing and monitoring progress against plans, with relevant colleagues, and adjusting activities accordingly. ▪ Ability to plan and prioritise own workload, working to multiple deadlines and determining when it is appropriate to change workload priorities. ▪ Ability to work under pressure in rapidly changing circumstances. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Liaising and Networking</p>	<ul style="list-style-type: none"> ▪ Ability to create, build and influence networks to achieve buy-in, trust and engagement from a diverse range of external and internal partners. 	<p>E</p>



	<ul style="list-style-type: none">▪ Capability to act as an ambassador for the change management methodology, espousing and championing its values within the organisation.▪ A keen interest in engaging in and learning from peer networks.	E E
Initiative and Problem solving	<ul style="list-style-type: none">▪ Capability to identify and develop options to overcome challenges where there may be no precedent, using initiative to create, consult and select the appropriate approach.▪ Ability to make constructive recommendations to senior management staff across the organisation.▪ Strong analytical and problem-solving skills with consideration for the project, divisional and organisational context.	E E E
Decision making processes and outcomes	<ul style="list-style-type: none">▪ Confident and proactive decision-maker able to lead on making independent decisions, as well as assisting others with critical decisions to achieve and maximise outcomes.	E

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.