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	▪ Educated to degree level or equivalent plus relevant experience in delivering and managing services and business change.	E
	▪ An understanding of the key elements of business change and demonstrable experience of supporting people through change within a change process or project.	E
	▪ Experience of working within multi-functional teams across organisational boundaries, including leading staff through a process of change.	E
	▪ Ability to create, shape and work to operational and strategic plans and project artefacts such as Vision statements.	E
	▪ 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
	▪ Confident with MS Office applications and in learning and using new systems as required.	E
	▪ A demonstrable ability to foster and develop a culture of continuous improvement and high standards, maintaining and projecting a positive and progressive attitude.	E
	▪ Experience in articulating, monitoring and delivering organisational benefits.	E

Communication	▪ 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.	E
	▪ 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.	E
	▪ Strong negotiation and influencing skills and the ability to build trusted partnerships and consensus across diverse stakeholder groups.	E
	▪ Developed skills in successful engagement with stakeholder groups and securing pragmatic and viable outcomes for the benefit of the School.	E
Teamwork and Motivation	▪ Demonstrable experience of effective, mentoring and connecting colleagues from across the organisation.	E
	▪ 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.	E
	▪ 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.	E
	▪ Ability to work through organisational role and design implications of changes with HR and other relevant professionals and plan accordingly.	D
Planning and Organising Resources	▪ Ability to facilitate and support decision-making in order to ensure optimal change outcomes in line with the project/programme scope and aims.	E
	▪ Ability to translate the perspectives of impacted groups/individuals into effective change plans and actions.	E
	▪ Adept at reviewing and monitoring progress against plans, with relevant colleagues, and adjusting activities accordingly.	E

	▪ Ability to plan and prioritise own workload, working to multiple deadlines and determining when it is appropriate to change workload priorities.	E
	▪ Ability to work under pressure in rapidly changing circumstances.	E
Liaising and Networking	▪ Ability to create, build and influence networks to achieve buy-in, trust and engagement from a diverse range of external and internal partners.	E
	▪ Capability to act as an ambassador for the change management methodology, espousing and championing its values within the organisation.	E
	▪ A keen interest in engaging in and learning from peer networks.	E
Initiative and Problem solving	▪ 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.	E
	▪ Ability to make constructive recommendations to senior management staff across the organisation.	E
	▪ Strong analytical and problem-solving skills with consideration for the project, divisional and organisational context.	E
Decision making processes and outcomes	▪ 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.