Post Title: Change Manager
School/department: Sussex Projects: IT Services
Hours: Part-time hours considered up to a maximum of 0.5 FTE. Requests for flexible working options will be considered (subject to business need). Hybrid working (50% at home; 50% on-site)
Contract: 1 year fixed-term contract
Reference: 10177
Salary: starting at £35,333 to £42,155 per annum, pro-rata
Placed on: 05 December 2022
Closing date: 17 January 2023, Applications must be received by midnight of this date.
Expected Interview date: to be confirmed
Expected start date: to be confirmed

Your new company
The University of Sussex is a leading research-intensive university near Brighton. The Falmer campus is a beautiful work location and the south coast is a much sought-after lifestyle choice. We have both an international and local outlook, with staff and students from more than 100 countries and frequent engagement in community activities and services. This is an exciting time to join the University as it embarks on delivering pioneering projects aimed to improve the experience of both students and staff.

Your new role
An amazing opportunity has arisen for a talented Change Manager. You will work in a newly formed team of Change Managers within the Sussex Project Team. You will establish change management practices that add real value to the success of projects and programmes. The role will focus on the people side of change, including business processes improvements, job roles and organisation structures.

What you’ll need to succeed
You will have proven experience in change management, with solid knowledge and understanding of the discipline, methodology, and practices of change management, have effective communication skills and the ability to influence people. You will be confident, engaging and enthusiastic about your work and genuinely want to help facilitate the successful delivery of change.

What you'll get in return
The University offers a compelling employer proposition, including a positive approach to flexible working, significant investment in staff wellbeing and development, a very generous pension scheme and annual leave allowance, and access to campus facilities.

Please contact Julie Hamilton for an informal discussion about the role julie.hamilton@sussex.ac.uk

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.
2. **The School / Division**

Please find further information regarding the school/division at https://www.sussex.ac.uk/ogs/project-services

3. **Job Description**

Job Description for the post of: Change Manager

**Department:** Sussex Projects

**Section/Unit/School:** ITS

**Location:** Shawcross Building, Falmer Campus

**Grade:** 7

**Responsible to:** Assistant Director, Project Portfolio & Change

**Responsible for:** N/A

*Purpose of the post*

Our change managers work closely with project delivery colleagues to help deliver successful projects. They will create and implement change management strategies and plans that maximize the university’s culture to ensure adoption and minimize resistance within and towards the projects. The results will create better benefit realisation, value creation, return on investment and improved engagement from both staff and students.

*Key Responsibilities*

**Application of a structured change methodology**

Apply and champion change management methodologies, processes and tools to create a strategy to support adoption of the changes required by a project or initiative.

Working with project teams, produce the required change products and documents to manage and track the people side of the change

Working with a wide range of stakeholders, understand the cultures, user issues and needs and challenge assumptions where appropriate.

**Identify and lead project change activities**

In conjunction with portfolio and project management, produce a clear plan for change within the project. Design the required business change activities

Collaborate with stakeholders to proactively identify problems and concerns that may cause conflict and work with them to achieve suitable resolutions. Identify risks and issues to adoption, analyse and prepare mitigation tactics and produce management reporting on your activities.
**Change Assessments**
Conduct impact analyses, assess readiness for change and identify key stakeholders.
Gather information, analyse and articulate areas to improve to support the delivery and subsequent adoption of the solution
Identify and manage anticipated resistance from stakeholders

**Communication and Engagement**
Working closely with the Communications team create the communication and engagement strategies and design and execute these in conjunction with relevant stakeholders
Enable and coach senior leaders, line managers and change champions in adopting and advocating change

**Data Analysis and Reporting**
Monitor adoption and business usage metrics and identify areas requiring intervention; continue to evolve metrics definition as solution evolves
Define and measure success metrics and KPIs, constantly monitoring the progress of the change

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

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**4. Person Specification**

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<tr>
<th>Qualifications and professional accreditations</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Educated to Degree Level</td>
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<td>X</td>
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<tr>
<td>Change Management Certification (CMC) or equivalent professional experience</td>
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<tr>
<th>Skills and Competencies</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Experience and knowledge of change management principles, methodologies and tools</td>
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<td>Sound track record of initiating and managing change within a complex organisation</td>
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<td>A solid understanding of how people go through a change and the change process</td>
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<td>Demonstrable experience of identifying the need for change to behaviours and culture within an organisation, and of achieving the desired change</td>
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<td>Ability to develop and deliver effective communication activities that successfully deliver key messages to a range of audiences</td>
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<td>Ability to build effective relationships with, and command the respect of, a wide range of stakeholders, including senior staff members</td>
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<tr>
<td>Ability to create and manage positive relationships internally and externally, and the confidence to inspire and enable delivery of change and improvement</td>
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<td>Acute business acumen and understanding of organisational issues and challenges</td>
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<td>Experience of working successfully with Senior Managers and other influential stakeholders on complex issues and the development of strategic change</td>
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### Knowledge Areas

| Broad knowledge and understanding of Higher Education Institutions and Best Practice | X |
| Familiarity with project management approaches, tools and phases of the project lifecycle | X |

### Professional qualities for the role

| Ability to build effective relationships with, and command the respect of, a wide range of stakeholders, including senior staff members, influencing as necessary and resolving conflict | X |
| Critical thinking, analytical decision making and problem solving skills | X |
| Ability to apply effective and creative judgement to situations in order to resolve problems. | X |