

**JOB DESCRIPTION**

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| **Job Title** | **Change Manager** |
| **School /Service** | **Strategic Development and Delivery** |
| **Grade** | **G** |
| **Location and Hybrid working status** | **Docklands, Hybrid** |
| **Reporting to** | **Director of Change & Improvement** |
| **Line management for** | **N/A** |
| **Key working relationships: Internal** | **Change managers, project managers & sponsors, internal communications Process improvement managers, Schools** |
| **Key working relationships: External** | **N/A** |
| **Contract type/ Hours** | **9month FTC Maternity cover, Full time.** |

Build your career, follow your passion, be inspired by our environment of success

**#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking [10-year Vision 2028 strategic plan](https://www.uel.ac.uk/about/vision-2028), orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**BRIEF OVERVIEW OF SERVICE/SCHOOL:** Strategic Development and Delivery

The Strategic Development & Delivery team works in partnership with stakeholders across the institution, combining our specialist expertise, sector knowledge and institutional awareness to support the delivery of our vision to 2028 and beyond. The Directorate comprises of:

Insights & Decision Support, Strategy & Performance, Portfolio & Benefits, and Change & Improvement. These four service areas will facilitate effective decision making, improve our staff and student experience, and deliver lasting positive change.

**BRIEF OVERVIEW OF THE DEPARTMENT / TEAM:** Change and Improvement

The Change & Improvement team at the University of East London (UEL) is dedicated to leading, managing, and supporting change and process improvement across the institution. We support the University through various change initiatives, helping to deliver our ambitious Vision to 2028. Our award-winning team develops and implements change management strategies, plans, and activities, ensuring they are effectively communicated and adopted by stakeholders. We also play a critical role in embedding a culture of change within the University. We lead process improvement and automation for the University and aim to foster a culture of collaboration and continuous improvement, creating an environment that encourages people-centered change and drives positive outcomes for our students, staff, and the wider community.

**JOB PURPOSE**

As a skilled and experienced Change Manager you will be responsible for supporting the University through a variety of change initiatives that help us to deliver our ambitious Vision to 2028. Supporting sponsors and managers and working closely with cross functional teams, you will develop and implement change management strategies, plans and activities, and ensure that they are effectively communicated and adopted by stakeholders. You will also play a critical role in helping to embed a culture of change within the University.

**KEY DUTIES AND RESPONSIBILITIES**

* To conduct change impact assessments and develop change management plans
* To provide change management advice and input to project teams to ensure change initiatives are delivered effectively
* To coach and support sponsors of change in their roles of leading change
* To coach and support managers in leading their teams through change
* To conduct stakeholder analysis to identify stakeholders and their level of influence and interest in change initiatives to support the development of tailored communication and engagement plans
* To facilitate change readiness assessments to determine the organisation's readiness for change
* To ensure training and education plans are in place to support the successful adoption of change
* To regularly monitor and report on the progress to stakeholders to ensure that change initiatives are on track
* To develop change management toolkits and methodologies that can be applied across the organisation and deliver training face to face or online to build organisational change management knowledge and skills

**ACCOUNTABILITIES AND DELIVERABLES**

* Developing and executing change management strategies and plans that minimise resistance and maximise adoption of new initiatives
* Establishing and maintaining effective relationships with stakeholders to ensure their buy-in and support for change management
* Facilitating change management activities such as stakeholder analysis, impact assessments, and change readiness assessments, working collaboratively to ensure change initiatives are integrated into project plans and delivered effectively
* Monitoring and evaluating the effectiveness of change initiatives and adjusting plans as needed to ensure success, including conducting post-implementation reviews to identify areas for improvement and sharing lessons learned with stakeholders
* Fostering a change management culture within the organisation by promoting the importance of change management and building change management capabilities across the organisation

The duties and responsibilities outlined above provide a general overview of the range of tasks that a **Change Manager** at the University of East London may be required to perform. Please note that this job description is not exhaustive, and additional tasks aligned with the role's grade may be assigned as needed.

The job description may also be updated to reflect changes in circumstances, and employees will be consulted if any amendments are required.

**All employees must adhere to all UEL policies and regulations, demonstrating a commitment to equal opportunities within a diverse and multicultural environment. Employees are also expected to actively contribute to building and maintaining a positive reputation for UEL in all their professional activities.**

**PERSON SPECIFICATION**

The University's Core [Values](https://www.uel.ac.uk/about/governance/ethical-framework) are **Passion, Inclusion, Courage**, and they are at the root of everything we do and everyone in our community is expected to demonstrate them.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

|  |  |  |  |
| --- | --- | --- | --- |
| Education and Qualifications | Essential | Desirable | Criteria assessed by |
| *Educated to degree level or equivalent professional experience.* |  |  | **A/C** |
| *Change management qualification* |  |  | **A/C** |
| Experience/Knowledge/Skills |  |  |  |
| *Proven ability to develop and implement change management plans in a complex and fast paced environment.* |  |  | **A/I** |
| *Excellent communication and influencing skills and the ability to inspire and motivate stakeholders to embrace change management.* |  |  | **A/I** |
| *Empathy and the ability to understand how change will be perceived and received by different stakeholder groups.* |  |  | **A/I** |
| *A collaborative mindset, with the ability to work effectively with cross-functional teams.* |  |  | **A/I** |
| *Ability to work under pressure and manage multiple priorities and deadlines.* |  |  | **A/I** |
| *Change management approaches, methodologies and tools and ability to provide these effectively, depending on the nature of the change initiative.* |  |  | **A/I** |
| *Coaching senior leaders and managers in carrying out their roles in change management.* |  |  | **A/I** |

Criteria assessed by Key:

A = Application form/CV C = Certification I = Interview P = Presentation task Other Activity = (please specify e.g

Micro teaching, test etc.)

**Further Information:**

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.