

Job Description

Job title: Change Manager

Faculty/Directorate: Transformation Office

Grade: G

Role profile: SMG1

Full time: 37 hours per week

Fixed Term: 12 Months

	Duties of the role
Overall purpose of the role	The Change Manager plays a key role in enabling the successful delivery and adoption of strategic change across De Montfort University. Working closely with programme and project teams, business stakeholders and Transformation Office colleagues, the postholder will plan, coordinate and deliver change management activities that prepare people for new processes, technologies, services and ways of working. The role will translate business requirements and transformation objectives into proportionate change interventions that strengthen stakeholder engagement, organisational readiness and internal capability. Applying established change management methodologies, tools and good practice, the postholder will support the adoption, embedding and sustainability of change. The role may be assigned to one or more projects, programmes or organisational change initiatives and will support the effective transition of change activities and ownership into business-as-usual operations.
Main duties and responsibilities	Change Management Strategy and Planning • Lead and coordinate change management activities across assigned projects, programmes and organisational initiatives. • Develop, tailor and deliver effective change management approaches and plans aligned to strategic objectives and informed by impact assessments and stakeholder analysis. • Facilitate high-quality change impact assessments with stakeholders across the University. • Work collaboratively with programme, project and business teams to ensure change activities align with business requirements and intended outcomes. • Ensure alignment of change interventions with interdependent projects and wider University initiatives through collaboration with colleagues and stakeholders. • Monitor and manage delivery of change management plans, ensuring objectives, milestones and outcomes are achieved. Stakeholder Engagement & Communications • Develop and deliver integrated engagement and communication approaches tailored to affected stakeholders and aligned with project milestones. • Build trusted relationships and create meaningful opportunities for stakeholders to understand, influence and prepare for change. • Support leaders, sponsors and Change Champion networks to communicate effectively, gather feedback and build local commitment. • Assess stakeholder sentiment and readiness, address resistance and adapt approaches in response to evidence and feedback.

	Duties of the role
	• Work with programme teams and communications colleagues to ensure engagement is timely, inclusive, consistent and effective Training and Capability Development • Through working with relevant stakeholder, facilitate training needs analysis to identify learning requirements. • Collaborate with project teams, business stakeholders, training teams and external partners to design and develop learning solutions. • Coordinate and deliver engaging training interventions, workshops and guidance materials where required. • Evaluate the effectiveness of training and learning activities to ensure knowledge transfer and behavioural adoption. • Build internal change capability through coaching, mentoring and sharing best practice. Change Delivery, Adoption and Sustainability • Work with programme and project managers to ensure organisational readiness for implementation. • Monitor and track business readiness and adoption throughout the change lifecycle. • Use the DMU Benefits Management Framework to measure, track and realise benefits • Develop adoption and engagement measures • Support the transition of change, communication and training activities into business-as-usual teams. • Work with business areas to support the effective embedding of change within operational areas • Identify opportunities to improve adoption, sustain outcomes and support continuous improvement. Quality, Governance and Continuous Improvement • Apply and promote University change management standards, frameworks and best practice. • Contribute to the development of the University's change management capability and community of practice. • Maintain appropriate governance, reporting and assurance relating to change activities. • Capture lessons learned and share knowledge to improve future delivery. • Represent the University within relevant internal and external professional networks. Other duties and responsibilities • Perform any other duties commensurate with the job grade as reasonably required from time to time. • Contribute to the achievement of annual Transformation Office objectives, key performance indicators and strategic priorities. • Act in accordance with DMU Values: ○ Collaborative – Work together to achieve joint outcomes, understand how your work contributes to DMU, and be aware of your personal impact on others. ○ Compassionate – Be open, honest, and caring, work on a basis of trust, and hold yourself accountable for your actions. ○ Creative - Strive for better, challenge bureaucracy, explore digital solutions, and innovate creatively. ○ Community minded - Embrace alternative views, treat others with respect, and tackle inequalities. • Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination,

	Duties of the role
	advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation. • All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land. • The postholder should have a positive attitude towards health and safety, and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.

Person Specification

Job title: Change Manager (CM)

Faculty/Directorate: Transformation Office

Grade: G

Role profile: SMG1

Full time (37 hours per week)

Fixed Term 12 months

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications & Training	Degree (or equivalent) or demonstrable equivalent experience gained in a relevant professional environment.	Essential		X			X
	Evidence of a strong commitment to continued professional development in change management or a related discipline.	Essential		X			
	Recognised change management qualification or training (e.g., Prosci, APMG, CIPD or equivalent)		Desirable	X			X
	Experience in organisational change.		Desirable	X			
	Understanding of change management within large-scale digital or ERP transformation programmes.		Desirable	X			
Previous Work Experience	Proven experience of delivering change within complex, large-scale organisations, ideally within multi-stakeholder environments.	Essential		X	X		
	Experience of working within structured project/programme management frameworks (e.g., PRINCE2, Agile, MSP).	Essential		X	X		
	Demonstrable experience delivering in a change management role, including: - Change impact assessment and analysis - Development and delivery of change management plans - Stakeholder identification, mapping, and engagement at all levels within an organisation - Training needs analysis, design, and delivery - Design and implementation of behavioural and cultural change initiatives	Essential		X	X	X	

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	Identification, Tracking and Embedding benefits into business-as-usual						
	Experience of managing community/networks to enable change and/or coaching people through change		Desirable	X			
	Experience supporting technology-enabled transformation.		Desirable	X	X		
	Experience of working within a Higher Education.		Desirable	X			
Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required	Excellent relationship management and interpersonal skills, with the ability to engage, influence, and challenge stakeholders at all levels, including senior leadership.	Essential		X	X		
	Strong critical thinking, analytical, and problem-solving capability.	Essential		X	X	X	
	Ability to operate effectively in ambiguous, fast-paced programme environments with competing priorities.	Essential		X	X		
	Excellent organisational skills with the ability to prioritise across multiple concurrent workstreams.	Essential		X	X		
	Strong advisory skills, including the ability to diagnose issues, provide insight, and constructively challenge stakeholders.	Essential		X	X		
	Strong understanding of how people, process, data, and technology change interrelate within a transformation programme.	Essential		X	X		
	Ability to assess change readiness, adoption levels, and resistance, and implement appropriate interventions.	Essential		X	X		
	Excellent communication skills, including the ability to translate complex programme concepts into clear, engaging messages.	Essential		X	X	X	
	A collaborative, proactive, and resilient approach, with a focus on delivering measurable outcomes and sustained adoption.	Essential		X	X	X	
Equality and diversity	Able to provide a service to a diverse range of people to promote good relations and equality	Essential		X	X		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Our Values and Behaviours at DMU							
We are Collaborative – we work together to get things done	We support each other to achieve joint outcomes We understand how our work contributes to DMU We are aware of our personal impact on others	Essential			X		
We are honest and Compassionate	We are open, honest and caring We work on a trust basis We hold ourselves accountable for our actions	Essential			X		
We are innovative and Creative	We constantly strive for better We challenge bureaucracy and explore digital solutions We are innovative and creative	Essential			X		
We are a community – we value and champion difference	We embrace alternative views We treat others with respect We tackle inequalities	Essential			X		

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**