

Job Description

Job title: Digital Change Lead

Faculty/Directorate: Digital and Technology

Job Family: Digital Portfolio Delivery

Grade: G

Role profile: SMG1

Full time (37 hours per week)

Permanent

Date: March 2026

Duties of the role	
Overall purpose of the role	<p>The Digital Change Lead will manage and enable the Digital Change Team to embed safe, effective and efficient digital ways of working throughout the University. They will be responsible for supporting and developing the technical capability of university staff in line with the Digital Transformation Strategy. They will be required to work collaboratively with Digital and Technology colleagues and key stakeholders including People Services, Transformation Portfolio Office, Change and Continuous Improvement and Academic Faculties.</p> <p>The postholder will utilise their expertise in best practice change management, training and technical skills capability development to support technical program delivery and enable the adoption of new or improved ways of working. In conjunction with the wider University's digital ambitions, the postholder will drive the continuous improvement of the digital culture.</p> <p>The postholder will be responsible for working with teams throughout the University, managing engagement to ensure that all areas have access to communications, planning, guidance, training and coaching that equips them for new ways of working. They will provide expert guidance to ensure that digital change is not only delivered but fully adopted.</p>
Main duties and responsibilities	<ul style="list-style-type: none"> • Provide specialist advice and support to ensure seamless adoption of new and improved digital technologies and services that meet the University's requirements. • Develop the Digital Change Team to operate within a User led Product Model. • Develop a Digital Change Skills strategy and framework that captures all aspects of delivery, governance and content, and keep the framework updated and relevant. • Lead the maturity journey of all aspects of digital and technology change under the Digital and Technology remit, monitoring the successful delivery, adoption and alignment with governance and strategic frameworks. • Manage the identification of digital change benefits, and support stakeholders to realise benefits through the successful adoption of improved or new ways of working.

Duties of the role	
	<ul style="list-style-type: none"> • Work with key stakeholders to ensure that business processes maximise the potential benefits of the introduction of new technologies, and support staff to implement and embed changes.

- Lead digital change skills work across the University, managing resources to enable delivery to time, cost and quality.
- Manage and support delivery of training, coaching and go-live hyper care to end users to ensure embedding and adoption of new/ improved processes.
- Monitor performance within the Digital Skills Team remit, ensuring efficient and effective service delivery and that Directorate/University objectives are realised (annual objectives, KPIs etc.).
- Manage the collation and analysis of relevant data, metrics and trends to evaluate and enable decision making in relation to delivery of the Digital Skills Team remit, considering how the service can be developed to best support Directorate/University objectives.
- Support the ongoing improvement of information repositories to support training and digital change e.g., multi/social media, documentation, process maps and any other form of knowledge and skills capture artefact (using Microsoft 365 tools and others as appropriate).
- Participate in and contribute to effective Directorate and cross-programme and project meetings, channels and collaborative working.
- Follow policies and procedures as they apply in this role.
- Perform any other duties commensurate with the job grade as reasonably required from time to time.
- Be a role model and act in accordance with the University's Leadership and Management Standards and Behaviours framework aligned to DMU Values:
 - Collaborative – encourage my team to collaborate and share best practices, set clear and aspirational goals, create outcome-focused work plans, and recognise strengths and support development.
 - Compassionate – provide honest and constructive feedback, foster a safe and open work environment, deliver difficult decisions with credibility, and act with integrity and transparency.
 - Creative - create an environment that encourages questioning and idea sharing, minimises bureaucracy, facilitates open discussions about mistakes, and involves teams in continuous service improvement.
 - Community minded - encourage diverse perspectives, promptly address conflicts and inappropriate behaviours, and foster a culture of mutual respect.
- 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, 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

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Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
Qualifications & Training	Educated to degree level or equivalent, or be able to demonstrate an equivalent level of knowledge	Essential	X	X		X
	Change management methodology qualification, or similar level of experience	Essential	X	X		X
	Qualifications or similar experience in digital and technology training, coaching and skills delivery	Desirable	X	X		X
Previous Work Experience	Experience of enhancement of capabilities for digital systems and services.	Essential	X	X		
	Experience operating within large digital transformation portfolios.	Essential	X	X		
	In depth experience of working within a project delivery environment.	Essential	X	X		
	Experience of working within Higher Education sector	Desirable	X	X		
Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required	In-depth and current knowledge and ability to drive, deliver, lead and support digital and technology change from a skills creation and maturity perspective	Essential	X	X	X	

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
	Strong understanding of how people go through change and the change processes that will enable successful digital and technology skills delivery	Essential	X	X		
	In depth experience and knowledge of technology and digital skills training development approaches	Desirable	X	X		

				A	I	T	D
	Excellent experience of successful delivery of digital and technology skills development, training, mentoring and coaching		Desirable	X	X		
	Strong team management and leadership skills and experience, whether on direct or matrix reporting and including cross-organisational teams	Essential		X	X		
	Strong ability to form stakeholder relationships, manage expectations and influence a wide range of internal and external stakeholder	Essential		X	X		
	Strong skillset for analysing and interpreting quantitative and qualitative data to improve the service	Essential		X	X		
	Ability to consider, interpret business needs and deliver business-focused solution options	Essential		X	X		

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
Equality and diversity	Able to provide a service to a diverse range of people to promote good relations and equality	Essential	X	X		
Our Values and Behaviours at DMU						
Collaborative	Encourage my team to collaborate and share best practices, set clear and aspirational goals, create outcome-focused work plans, and recognise strengths and support development.	Essential	X	X		
Compassionate	Provide honest and constructive feedback, foster a safe and open work environment, deliver difficult decisions with credibility, and act with integrity and transparency.	Essential	X	X		
Creative	Create an environment that encourages questioning and idea sharing, minimises bureaucracy, facilitates open discussions about mistakes, and involves teams in continuous service improvement.	Essential	X	X		
Community –	Encourage diverse perspectives, promptly address conflicts and inappropriate behaviours, and foster a culture of mutual respect	Essential	X	X		

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