# Job Description

This document includes information about the role for which you are applying and the information you will need to provide with your application.

## 1. Role Details

<table>
<thead>
<tr>
<th>Vacancy reference</th>
<th>15633</th>
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<tbody>
<tr>
<td><strong>Job title:</strong></td>
<td>Change Manager</td>
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<tr>
<td><strong>Reports to:</strong></td>
<td>Senior Change Manager, Digital and Customer Experience</td>
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<tr>
<td><strong>Salary:</strong></td>
<td>£40,792 to £48,677 per annum</td>
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<tr>
<td><strong>Terms and conditions:</strong></td>
<td>Academic Related</td>
</tr>
<tr>
<td><strong>Grade</strong></td>
<td>8</td>
</tr>
<tr>
<td><strong>Duration of post:</strong></td>
<td>Permanent</td>
</tr>
<tr>
<td><strong>Working hours:</strong></td>
<td>Full time but part-time will be considered</td>
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<tr>
<td><strong>Location:</strong></td>
<td>Milton Keynes</td>
</tr>
<tr>
<td><strong>Closing date:</strong></td>
<td>04 April 2019 Midday</td>
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<tr>
<td><strong>Type of application form accepted:</strong></td>
<td>Short Application form, CV and covering letter</td>
</tr>
<tr>
<td><strong>Number of referees required:</strong></td>
<td>Three</td>
</tr>
<tr>
<td><strong>Unit recruitment contact:</strong></td>
<td><a href="mailto:Resourcing-Hub@open.ac.uk">Resourcing-Hub@open.ac.uk</a></td>
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</table>
2. **Summary of duties**

Lead the planning and delivery of experience change across the Marketing Unit and other dependent units. Maintaining and ensuring the delivery of the team’s development agenda through business analysis, project management and change management.

Provide input on designing, reviewing and monitoring the customer experience for the online registration processes.

Influence and contribute to the development of strategy and policy and translate into deliverable change.

Provide project management office (PMO) support functions to the Digital & Customer Experience governance function (and wider Marketing sub-units where required) to manage the status and progress of activity from vision case, through formal governance for approval and where appropriate project tracking and updates.

The post holder will also represent the Unit on projects outside of Marketing but which require Marketing input.

**CREATING THE CHANGE AGENDA**

- Providing advice and guidance on the impacts of prosed changes, through issue and options analysis, stakeholder influence and engagement across the organization and formal reports into governance with reference to the Senior Change Manager as required.
- Specification and planning of changes to deliver improvements to the end to end customer journey
- Translation of strategy and policy through the creation of new systems, process and business transformation on behalf of the organization.
- Contributing to the development and influencing of policy during its conception through to implementation with regard to the customer experience.
- As directed initiating and managing the collection of insight using a variety of methods, including agencies, to identify opportunities to contribute to university and unit objectives.

**DELIVERING THE CHANGE AGENDA**

- Being a Product Owner for the online registration system on a day to day basis. Defining, and guiding IT and business development by the identification and specification of changes to the journey.
  - Creating epics and user stories, setting standards for definition of done, agreeing priorities for delivery, evaluating the deliverables.
  - Monitoring and evaluating delivery of changes specified, providing expert guidance on the online registration journey, operating as a first point of contact.
  - Referring to the Senior Business Change Manger as appropriate.
- Providing business expertise on the online registration journey and aspects of this to inform potential changes to the functionality, business rules and processes and customer experience.
- Designing the Customer Journey in collaboration with other business partners to ensure a holistic, compliant and useable journey consistent with university strategy and policy.
- Providing Project Management services to the projects within scope ensuring appropriate initiation, scheduling, planning, execution and monitoring, delivery and closure. To include risk and issue management, stakeholder communications and engagement strategies, analysis and options identification. Tracking changes and their impacts for benefits realisation.
- Budget management of projects within the portfolio.
- Managing supplier delivery against agreed targets for cost, time and quality.

**MARKETING UNIT PROJECT LIAISON**

- Providing PMO function to the Digital & Customer Experience sub-unit governance (and wider Marketing unit where required) to support the inception through to approval and delivery of projects within the portfolio.
- Supporting marketing governance structures to monitor and review progress against plans.
- Monitoring and reviewing portfolio risks and issues and seeking appropriate mitigating actions.

**MAINTAINING BUSINESS FUNCTIONS**

- Monitoring the performance of the online registration pathway and highlighting issues.
- Managing issue resolution both business and IT focussed.
- Monitoring and management of incidents.
- Undertaking analysis to inform business planning activity.
- Supporting the planning and delivery of User Acceptance Testing Services to projects within the portfolio.
TEAM AND STAFF DEVELOPMENT

- Ensure the professional and personal development and well-being of any managed staff.
- Ensure the effective working of the team across projects.
- Ensure the effective management of UAT staff seconded to projects.
- Motivating the team to achieve goals and sharing the vision.

3. Person specification

Requirements (E = Essential/ D = Desirable)

Education, qualifications and training

- Higher education qualification or equivalent professional qualification such as APM, P3O, PRINCE2, ISEB or equivalent

Knowledge, work and other relevant experience

Essential:
- Evidence of utilising new technology to deliver business change into operational environments
- Experience of working as a member of a multidisciplinary team
- Evidence of quality improvement achievements in work
- Experience of project management/planning a package of work to a defined timescale
- Experience of managing resources and/or budgets
- Evidence of delivering change projects into large complex organisations.
- Evidence of networking and liaison skills
- Delivered change projects successfully
- Evidence of managing multiple projects at the same time

Desirable:
- Awareness of the general Higher Education environment
- Experience delivering change in a regulatory environment

Skills, capabilities and qualities

Essential:
- Experience of creating and maintaining a suite of project documentation, adhering to a project methodology
- Evidence of identifying and scheduling project tasks and dependencies, defining resources required to deliver against the plan.
- Experience of managing large scale projects involving a team of 10 or more team members
- Experience of delivering change in a complex environment.
- Excellent skills with a variety of Office and Collaborative business tools, including at least one project management tool (MS Project, Trello etc)
- Exceptional communicator able to use multiple methods to reach a wide variety of audiences in both formal and informal settings.
- Pragmatic individual able to deliver within constraints
- Able to maintain focus and adapt to changing circumstances
- Uses evidence-based approaches to solve problems.
- Excellent Word, Excel, PowerPoint skills
- Proven ability to manage change projects in a complex environment and delivery IT change using Agile and Waterfall methodology.
- Able to evidence the use of effective influencing skills.

Style and motivations
- Highly collaborative
- Resilient
- Innovative, creative
- Persuasive and highly credible and able to package and present ideas in a compelling way appropriate to the audience – internal, external and partners
All staff are expected to
• Undertake any other duties which may be reasonably required
• Demonstrate a strong commitment to the principles and practice of equality and diversity

Desirable
• Evidence of using Agile and Waterfall methodologies
• Evidence of the use of SharePoint or similar technologies.

4. Role specific requirements e.g. Shift working

UK and some travel

5. About the unit/department

A career at the Open University is like no other, a unique and well-loved brand, we make higher education open to all and support over 200k students every year to achieve their goals and change their lives.

We’re looking for dynamic, creative and experienced change managers who can put students at the heart of what they do. We are at a hugely exciting point of our evolution, recognising the need to innovate, challenge and disrupt to increase relevance and recruit more new students each year.

That’s why we’re always looking for equally inspirational people to join us. We want expert change managers with digital, mobile, social media, data, analytical and insight skills who can deliver to tight deadlines with multiple dependencies.

Digital and Customer Experience

The Digital and Customer Experience sub-unit design, build and maintain the student recruitment websites, collaborating with stakeholders across the university to provide a seamless journey experience. Insight led, we continuously improve through small and large scale change initiatives with a digital focus.

The Business Change Team provides the portfolio management service that creates the development agenda for the sub-unit. As change experts and registration specialists we are also responsible for developing and maintaining the online registration transaction systems and advise and lead on policy driven change for the wider team.

6. How to obtain more information about the role or application process

If you would like to discuss the particulars of this role before making an application, please contact Resourcing-Hub@open.ac.uk

7. The application process and where to send completed applications

Please ensure that your application reaches the University by: 04 April 2019 Midday

E-mail your application to: Resourcing-Hub@open.ac.uk
8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Sophie Britton, Senior Change Manager, Digital and Customer Experience</th>
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<tbody>
<tr>
<td>The interviews will take place on:</td>
<td>Thursday 11 April 2019</td>
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</table>

We will let you know as soon as possible after the closing date whether you have been shortlisted for interview. Further details on the selection process will also be sent to shortlisted candidates.

Applications received after the closing date will not be accepted.