Job Related Information

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>14981</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Change Manager</td>
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<tr>
<td>Reports to:</td>
<td>Senior Customer Experience Manager</td>
</tr>
<tr>
<td>Salary:</td>
<td>£39,992 - £47,722</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic Related</td>
</tr>
<tr>
<td>Grade</td>
<td>G8</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>Full time</td>
</tr>
<tr>
<td>Location:</td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12:00 noon 29 August 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Short application form, CV and covering letter</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>Three</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:marketing-recruitment@open.ac.uk">marketing-recruitment@open.ac.uk</a></td>
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</table>
2. Summary of duties

The job is a manager in the Customer Experience team within the Marketing Unit with responsibility for enabling the unit to meet its business targets.

Reporting to the Senior Customer Experience Manager, the role holder will:

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.

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

Provide project management office (PMO) support functions to manage the status and progress of activity from vision statement & Business case, through formal governance for approval and where appropriate project tracking and updates.

Will also represent the Unit on projects outside of Marketing but which require Marketing input.

Be responsible for initiating, planning and embedding changes and improvements to the end to end recruitment journey.

Will work with other team members and lead by example on the delivery of Customer Experience Principles.

CREATING THE CHANGE AGENDA

- Providing advice and guidance on the impacts of proposed changes, through issue and options analysis, stakeholder influence and engagement across the organization.
- 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.
- Working with business users to review policies, procedures, processes and systems where they impact the customer experience
- Input to the development of business cases for new project initiatives and tracking these through the governance process to secure funding
- Identifying and sizing resource required to deliver change
- Working with internal and external teams to document and understand requirements, drive business benefit and represent these solutions to senior management

DELIVERING THE CHANGE AGENDA

- Support the development and implementation of change, eg defining the project plan; monitoring adherence to milestones, specifying training requirements, defining user testing and, where required, contributing to user testing.
- Identify and evaluate risks associated with the project, escalating where appropriate. Where necessary, develop, agree and implement solutions to overcome these.
- Manage project governance by leading project team meetings, producing project documentation and reporting
- Analyse and document business processes, information requirements and assess their efficiency and effectiveness in meeting overall Unit and University objectives eg customer journeys, operational processes
- Analyse, propose and quantify the costs and benefits of improvements in terms of staff, cash and other resources.
- Ensure that all work follows appropriate standards and conforms to agreed quality plans
- Identify and facilitate the evaluation of different delivery options to enable key stakeholders to select an appropriate approach
- Develop and agree a plan that identifies key activities, outputs and resource requirements and that provides a basis for monitoring performance.
- Adhere to the University’s project and financial governance and reporting processes to ensure that decisions are made by the right people at the right time and that you and the project’s key stakeholders can monitor, control and evaluate the performance of the project
- Obtain stakeholder sign off of the completed products and deliver documentation that enables implementation, operation and ongoing support
- Leading business readiness activity and facilitating the implementation of business change
- 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

- Supporting marketing governance structures to monitor and review progress against plans.
- Monitoring and reviewing portfolio risks and issues and seeking appropriate mitigating actions.
- Be an ambassador for the Marketing Unit, enhancing the Unit’s credibility and using influence to shape project deliverables as appropriate in accordance with the Unit’s aims and objectives

LEADERSHIP

- Provide leadership for project teams and motivate them to meet business and personal objectives
- Lead by example
- Ensure project issues are identified and proactively managed to resolution
- Champion and lead the drive for excellence within the team
- Lead the management and allocation of necessary resources for the delivery of the team’s objectives
- Input into development of key performance measures to be used across The Open University

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

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

<table>
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<tr>
<th>Essential:</th>
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<tbody>
<tr>
<td>Experience of managing change</td>
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<tr>
<td>Evidence of delivering change projects into large complex organisations.</td>
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<tr>
<td>Delivered change projects successfully</td>
</tr>
<tr>
<td>Evidence of managing multiple projects at the same time</td>
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<tr>
<td>Experience of project management/planning a task to a defined timescale</td>
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<tr>
<td>Experience of managing resources and/or budgets</td>
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<tr>
<td>Evidence of a customer-focused approach to work and knowledge of the principles of customer relationship management</td>
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<tr>
<td>Evidence of an appreciation of how new technology can be applied to improve the delivery of marketing activities</td>
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<td>Experience of working as a member of a multidisciplinary team</td>
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<td>Evidence of networking and liaison skills</td>
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<td>Evidence of quality improvement achievements in work</td>
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</table>
Desirable:

- Awareness of the general Higher Education environment
- Experience of working in a marketing 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.

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 Curtis Watts on email: Curtis.watts@open.ac.uk

If you have any questions regarding the application process please email marketing-recruitment@open.ac.uk.

7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th>12:00 noon 29 August 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail your application to:</td>
<td><a href="mailto:Marketing-recruitment@open.ac.uk">Marketing-recruitment@open.ac.uk</a></td>
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8. Selection process and date of interview

<table>
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<tr>
<th>The interview panel will be chaired by:</th>
<th>Curtis Watts, Senior Customer Experience Manager</th>
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<tbody>
<tr>
<td>The interviews will take place on:</td>
<td>Week commencing 24 September 2018</td>
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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.