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>VRF 15740</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Business Change and Communications Manager</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Programme Manager, Apprenticeships Change Programme</td>
</tr>
<tr>
<td>Salary:</td>
<td>£40,792 to £48,677 per annum (pro-rata if applicable)</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>Temporary contract until 24 December 2020</td>
</tr>
<tr>
<td>Working hours:</td>
<td>Full time 37 hours, but part-time will be considered</td>
</tr>
<tr>
<td>Location:</td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12:00 noon on 15 March 2019</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Standard application form. In addition to a completed application form you must provide a covering letter outlining how you meet the criteria in the person specification. This is an important element of the application process. Please ensure that you provide relevant examples as evidence to support your statements. CVs will not be accepted without an application form.</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>Three</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:resourcing-hub@open.ac.uk">resourcing-hub@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

**Purpose of role:**
To lead the planning and co-ordinated delivery of people business change across the Apprenticeships Change Programme. Working with units across the OU and Nations to ensure successful adoption of change by co-ordinating the people side of change and ensuring impacted employees receive the awareness, leadership, coaching, briefing and training they need.

This role will work with Project Managers, Business/Unit Change Leads and specialist areas to translate project delivery plans into an effective overarching change management plan which harmonises the people change activities across the programme to ensure buy in is achieved across different stakeholder groups in the institution.

The role is primarily internally focused and will need to work closely with other business change and communications related roles in the institution to ensure alignment with wider strategies for managing people change in relation to Apprenticeships (this will include the Portfolio Office, Apprenticeships Ambassador, the Business Development Unit’s Business Management and Marketing teams, and Internal & External Comms).

**The role will be responsible for leading on:**

**People Change Management** – Working in partnership with senior organisational leaders to develop and oversee the delivery of a co-ordinated people change management strategy across the programme. Undertaking analysis with Project Managers and Business Change Leads across projects to understand where people change management interventions are required (impact assessments etc). Defining the people change challenges for each new policy or initiative (including identification of key target audiences and their key influencers) in order to determine how to promote understanding of the scale of the degree of change necessary by audience and influence faster adoption/change. Leading on the development and delivery of (supported by the Business Change Leads) an appropriate overarching people change management plan to maximise the benefits realised by the programme. Supporting Project Managers in business readiness measurement, collecting experience and insight as to requirements for additional communications and support to enable changes to be embedded.

**Stakeholder Management** - developing and overseeing delivery of a co-ordinated stakeholder management strategy across the programme. Undertaking analysis, creating stakeholder profiles and developing/delivering an overarching stakeholder management plan for the programme in conjunction with the Business Change Leads and Programme Manager.

**Communications** - developing and overseeing the delivery of an integrated co-ordinated communications plan across the programme. To include:

- Shaping meaningful communications adaptive to a range of primarily internal audiences in order to achieve buy in for changes.
- Writing positional presentations, papers, briefings, internal statements, FAQs, proof points and core narratives.
- Coordinating communications activity between Communications and relevant areas across the University (VC’s Office, External Engagement Group, Strategy and Information Office, Marketing, Nations, and CSR and other change initiatives) in order to achieve increased organisational buy-in to the desired change outcomes.
- Supporting Business/Unit Change Lead colleagues to deliver briefings and representing the Apprenticeships Change Programme as required.
All staff are expected to undertake any other duties which may be reasonably required

3. Person specification

Requirements  (E = Essential/ D = Desirable)

Education, qualifications and training

- Higher education qualification or equivalent professional qualification/s such as APM, P3O, PRINCE2, ISEB or equivalent (E)

Knowledge, work and other relevant experience

Essential:
- Proven experience of leading and advising on stakeholder engagement, people and culture change management and significant major change communications in and on behalf of a large and/or politically complex organisation and as part of a major change programme
- Experience of leading and working within virtual and cross functional teams to deliver successful outcomes.
- Proven ability to develop and deliver effective internal communications with demonstrable impact that achieves buy in to change
- Significant experience of setting up and managing the delivery of cross-organisational, multi-audience communications
  - engaging with multiple stakeholders
  - acting in an advisory capacity to senior management
  - delivering impactful campaigns across a wide mix of media
  - Proven track record of delivering to agreed timescales and briefs
- Evidence of effective, independent decision making
- Experience of working individually and co-operatively as a member of a team
- Experience of change management planning and delivery

Desirable: Experience of working in Higher Education or Research or Education based charity

Personal abilities and qualities

Essential:
- Excellent interpersonal skills - is persuasive, confident, articulate and inspiring, with an ability to work well with a range of people across the University at all levels and can adapt their style to a range of cultures and styles
- Adaptable and flexible – can reconcile the sometimes conflicting needs and demands stakeholders to achieve buy in and is able to engage with people in the context of academic and other disciplines
- Problem solving – demonstrates an ability to resolve problems where there may be either complex, partial or conflicting information and uses a pragmatic and creative approach to dealing with issues.
- Resilient and self–motivated - able to multi-task and to manage a fluctuating, often heavy, personal workload in a fast paced environment, is proactive and
• Excellent planning and organisational skills - able to prioritise and manage contributions of other senior team members to deliver a plan.
• Excellent writing skills – a proven ability to write engaging and accessible copy for different audiences and channels, conveying key points clearly and concisely with excellent attention to detail
• Clear commitment to OU values and mission, particularly embracing the implementation and integration of equality & diversity and other inclusive policies, demonstrating a strong commitment to the principles and practice of equality and diversity
• Excellent Word, Excel, PowerPoint skills. MS Project skills are also desirable.

4. Role specific requirements e.g. Shift working

None

5. About the unit/department

Apprenticeships is a core element of the University’s income diversification strategy which will develop a key element of the University’s B2B Business. Work has been underway to develop the University’s Apprenticeship offer since early 2016 and there are 9 products already in presentation through the OU with a further 5 in development.

The Apprenticeships Change Programme is well underway and will continue to deliver over the next 2 years significant cross institutional changes to processes, technology and people to enable the scaling of Apprenticeships. The programme is complex and works across the whole university and therefore requires a dedicated change management professional to manage the people change activities across its constituent projects.

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

To be updated

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 on Friday 15 March 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail your application to:</td>
<td><a href="mailto:Resourcing-hub@open.ac.uk">Resourcing-hub@open.ac.uk</a></td>
</tr>
</tbody>
</table>

8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Caroline Rodriguez – Programme Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>The interviews will take place on:</td>
<td>Week commencing 25 March 2019</td>
</tr>
</tbody>
</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.