

THE UNIVERSITY OF MANCHESTER
PARTICULARS OF APPOINTMENT
PROFESSIONAL SERVICES
DIRECTORATE OF PLANNING
DIVISION OF STRATEGIC CHANGE OFFICE
BUSINESS CHANGE MANAGER - HUMANITIES
VACANCY REF: PSX-029616

Salary:	Grade 7 £47,389 to £58,225 per annum, depending on relevant experience
Hours:	Full time (1 FTE)
Duration:	Fixed term for 24 months
Location:	Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Name: Gavin Bradshaw

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Role Purpose

To manage and execute the implementation and adoption of defined ERP-related business changes specifically within the Faculty of Humanities (HUMS). This role acts as the key change interface for the faculty, responsible for tailoring central change strategies, developing and delivering local change plans (communication, training, support), engaging with stakeholders across HUMS diverse schools and departments, assessing local readiness, facilitating user testing involvement, supporting users through hypercare, mitigating local risks, and ensuring staff are prepared and supported through the transition to new ways of working.

Core Responsibilities

- **Local Impact Assessment:** Analyse the specific impacts of the ERP changes on workflows, roles, and responsibilities within the different schools and departments of HUMS (including AMBS, School of Social Sciences, School of Arts, Languages, and Cultures).
- **Tailored Change Planning:** Develop and execute detailed, tailored change management plans for HUMS, addressing the faculty's specific needs, diverse structures, and potential challenges (e.g., resistance to standardisation). This includes local communication strategies, training needs analysis, and support planning.

- **Stakeholder Engagement (HUMS):** Act as the primary point of contact for change within HUMS. Build strong relationships and engage effectively with academic staff, administrative staff, researchers, local leaders, and the Faculty Lead within Humanities, understanding their unique perspectives and concerns.
- **Communication Delivery:** Deliver targeted communications to staff within HUMS, translating central programme messages into relevant local context and ensuring clarity. Establish and manage local feedback loops.
- **Training Coordination & Delivery:** Coordinate and potentially co-deliver training sessions tailored to the specific roles and processes within HUMS, ensuring relevance and effectiveness.
- **Readiness Support & Assessment (HUMS):** Support and assess readiness activities within HUMS, working closely with the Operational Delivery Lead (ODL) for Humanities to prepare staff and operational processes for go-live and report faculty readiness status to the Adoption SBCM.
- **Testing Support (HUMS):** Facilitate the involvement of appropriate HUMS staff in User Acceptance Testing (UAT) and pilot testing. Gather and consolidate specific feedback from HUMS testers and support local users during testing phases.
- **Local Support, Hypercare & Resistance Management:** Provide visible, on-the-ground support to HUMS staff during the transition and the post-go-live hypercare period. Act as a local point for change-related issue escalation during hypercare, reinforce new ways of working within the faculty, and identify/address local resistance or concerns proactively and constructively.
- **Feedback Collation:** Gather feedback on the change process and system usability from HUMS staff and relay it systematically to the Adoption SBCM.
- **Collaboration:** Work closely with the ODL for Humanities, the Faculty Lead, local Change Champions, and other programme team members to ensure a joined-up approach within the faculty.

Required Skills

- **Change Management Implementation:** Strong understanding and practical application of change management principles and tools, focusing on implementation, engagement, and adoption activities at a local level.
- **Stakeholder Engagement:** Excellent ability to engage, influence, and build relationships with a diverse range of stakeholders within an academic environment, including academics, researchers, and professional support staff.
- **Communication Skills:** Strong communication (written, verbal, presentation) and facilitation skills, with the ability to tailor messages effectively for different audiences within HUMS and handle sensitive conversations.
- **Adaptability & Tailoring:** Ability to adapt central change plans and approaches to meet the specific cultural and operational context of a diverse faculty like Humanities.
- **Problem-Solving:** Ability to identify local issues and barriers to change and work collaboratively to find practical solutions.

- **Planning & Organisation:** Good planning and organisational skills to manage local change activities effectively.
- **Empathy & Resilience:** Ability to understand user concerns, manage resistance constructively, and maintain a positive approach during transition.

Desired Experience

- Experience in implementing business change initiatives within a specific business unit, department, or faculty.
- Experience working within the Higher Education sector, ideally with exposure to the Humanities, Social Sciences, or Business School environment.
- Demonstrable experience in stakeholder engagement within a complex, devolved organisation.
- Experience in developing and delivering local communication and training activities as part of a change programme.
- Experience supporting business user involvement in testing (UAT, pilots).
- Experience providing direct user support during go-live and hypercare periods.
- Familiarity with managing or mitigating resistance to change, particularly concerning process standardisation in academic or research settings.
- Experience working collaboratively with operational managers/leads.
- Relevant change management qualification (e.g., APMG Change Management Foundation/Practitioner, Prosci Certification) is essential.
- Deep understanding of Programme delivery methodologies particularly from a Business Change perspective.
- Minimum 3 years experience as a Business Change Manager on at least two large-scale implementation projects with proven ability to deliver business change in complex organisational environments.