

**THE UNIVERSITY OF MANCHESTER**  
**PARTICULARS OF APPOINTMENT**  
**PROFESSIONAL SERVICES**  
**DIRECTORATE OF PLANNING**  
**DIVISION OF STRATEGIC CHANGE OFFICE**  
**OPERATIONAL DELIVERY LEAD**  
**VACANCY REF: PSX-029619**

<b>Salary:</b>	Grade 8 £59,966 to £71,566 per annum, depending on relevant experience
<b>Hours:</b>	Full time (1 FTE)
<b>Duration:</b>	Fixed term for 24 months
<b>Location:</b>	Oxford Road, Manchester

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**Enquiries about the vacancy, shortlisting and interviews:**

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**Role Purpose**

The Operational Delivery Lead (ODL) is a senior change leader and strategic influencer who drives the successful integration of the Future Foundations ERP programme into their assigned Faculty or Central Services area. Acting as the authoritative voice of their area, the ODL ensures that programme plans are not only grounded in operational reality but are actively shaped to deliver strategic outcomes for the University.

The ODL leads the translation of programme priorities into actionable, locally relevant plans, ensuring readiness, adoption, and sustained transformation. They are accountable for operational alignment, stakeholder engagement, and the delivery of change outcomes. The ODL also plays a pivotal role in shaping the University's broader transformation agenda by providing senior stakeholders with a comprehensive view of change impacts and interdependencies from outside of Future Foundations.

**Core Responsibilities**

**Operational Leadership & Advocacy**

Lead the provision of operational insight and strategic input to the Business Change Manager and programme team. Act as the authoritative advocate for the assigned area, ensuring its needs are prioritised and operational impacts are fully understood and addressed.

### **Readiness Ownership & Coordination**

Take full accountability of supporting readiness activities within the Faculty/Area. Direct the planning and execution of readiness milestones, including training, communications, and business continuity. Ensure the area is fully prepared for go-live and accountable for its contribution to programme success.

### **Strategic Translation & Programme Shaping**

Lead the translation of programme goals into locally actionable plans with the Business cHange team. Provide critical challenge and strategic oversight to ensure plans are realistic, achievable, and aligned with operational priorities. Influence programme direction by articulating local business needs and constraints.

### **Stakeholder Engagement & Influence**

Build and maintain strong relationships with operational leaders and stakeholders. Lead engagement efforts, manage expectations, and communicate programme benefits in a compelling and contextually relevant manner. Represent the area in strategic forums and ensure its voice is heard.

### **Implementation Leadership & Post-Go-Live Support**

Serve as the visible and accountable leader during implementation and hypercare. Drive user adoption, lead issue resolution, and ensure staff are supported in adapting to new processes. Provide feedback and insights to continuously improve programme delivery.

### **Cross-Functional Collaboration & Challenge**

Lead collaboration with BCMs, Faculty/Area Leads, and Change Champions. Constructively challenge programme assumptions and stakeholder approaches to ensure optimal outcomes. Foster a culture of shared ownership and continuous improvement.

## **Required Skills**

### **Strategic Change Leadership**

Demonstrated ability to lead complex change initiatives, resolve operational conflict, and influence outcomes at senior levels.

### **Stakeholder Management**

Able to quickly understand operational processes, structures, and challenges within the assigned area, with the ability to lead and advocate transformation from within.

### **Critical Thinking & Strategic Advocacy**

Proven ability to challenge constructively, advocate persuasively, and shape programme plans to reflect operational realities.

### **Influential Communication**

Exceptional communication and influencing skills, with the ability to engage stakeholders across all levels and drive alignment.

### **Decisive Problem-Solving**

Strong analytical and decision-making capabilities to lead the resolution of operational issues and ensure continuity.

**Collaborative Leadership**

Track record of leading diverse teams, fostering collaboration, and driving shared accountability for change outcomes.