

University of Edinburgh
Job Description

1. Job Details

Job title: Change Implementation Manager
School / Support Department: Service Excellence Programme
Line manager: Service Excellence Change Manager

2. Job Purpose

You will be responsible for providing an exceptional standard of business change management expertise to a large operational area of the University to enable the implementation, adoption and realisation of the changes and benefits delivered through the Service Excellence Programme.

3. Main Responsibilities

	% of time
Mobilise and execute the delivery of a consistent, high quality approach to the implementation and adoption of the changes to policies, processes, services, systems and ways of working delivered through the Service Excellence Programme within a large operational area of the University, helping to embed a robust approach and standard to successfully deliver the programme outputs.	30%
Mobilise and execute the delivery of a consistent, high quality approach to ensure the benefits of the Service Excellence Programme are realised within a large operational area of the University, helping to embed a robust approach and standard to successfully deliver the programme benefits.	30%
Build strong relationships with key stakeholders within a large operational area of the University, providing professional support and relevant management information to understand, plan for and adopt outputs of programmes; realise programme benefits; and proactively identify opportunities to accelerate delivery where possible; and identify and escalate programme delivery challenges and opportunities to resolve these.	25%
Work across the Service Excellence Programme to ensure alignment with and the delivery of consistent, high-quality and user-focussed approach to implementation of change. This includes contributing to the ongoing refinement of change and benefits tools and working together as required to complete change activity required across the programme and the university.	15%

4. Planning and Organising

The Implementation Manager (Service Excellence Programme) is responsible for supporting operational areas of the University to develop plans which will lead to the successful adoption and implementation

of the SEP outputs. The post-holder is expected to provide assurance, identify and manage delivery threats and opportunities in order to meet the required milestones and outcomes.

The Implementation Manager (Service Excellence Programme) is responsible for supporting operational areas of the University to develop plans which will lead to the successful realisation of programme benefits. The post-holder is expected to provide assurance, identify and manage delivery threats and opportunities in order to meet the required milestones and outcomes

The SEP Implementation Change Manager will be expected to manage conflicting priorities against tight deadlines. Work can be planned but the nature of the programme can often lead to the re-assessment and re-prioritisation of workload to support the delivery of the programme.

5. Problem Solving

The Implementation Manager (Service Excellence Programme) is responsible for taking the lead in implementing a changes and realising benefits in a highly devolved organisation where standardised practice can be difficult to achieve.

It is likely that the Service Excellence Programme will throw up a number of challenging problems to be resolved. The University is a complex environment and there is a great deal of business as usual and change activity underway across the institution. The SEP Implementation Change Manager will need to be confident operating with this complexity while supporting the planning and implementation of change and benefits.

The Implementation Manager (Service Excellence Programme) will be capable of providing innovative solutions to complex problems within short timescales, able to analyse complex data and structures, identify critical success factors and develop effective plans for implementation. The role-holder will be capable of working with senior staff, recognising other institutional priorities, whilst ensuring that programmes of work remain on schedule.

Cutting through complexity will be a key challenge for the Implementation Manager (Service Excellence Programme) to ensure clear messages can be delivered to the Registrar / Head of Support Group, Programme Director and the Programme Sponsors, to facilitate good reporting, decision making and management of programme and projects risks and issues.

This is a senior position and the Implementation Manager (Service Excellence Programme) will be expected to resolve most of the problems arising independently or in conjunction with the Programme Director and Programme Team, while also providing support within the team to work through challenging issues. The post-holder will need to progress conflict resolution of competing priorities within project constraints.

6. Decision Making

The role-holder will use professional knowledge and experience to support and manage the implementation of an effective change management and benefits management approach to meet the aims and objectives of the programme.

Routine operational aspects of the change and benefits management approach are delegated to the role-holder and require a significant degree of autonomy and judgement. The role-holder will be able to

anticipate difficulties and take action to overcome obstacles; assess and manage risks and consider and understand staff resource constraints prior to making decisions and/or recommendations.

Decisions involving significant digression from programme plans will require wider consultation with senior colleagues in the schools, support groups and the Service Excellence Programme.

7. Key Contacts/Relationships

The Implementation Manager (Service Excellence Programme) will be focus on supporting a college/support group working with schools and departments across the university. The Implementation Manager (Service Excellence Programme) will work closely the senior leaders (including the Registrar, Directors of Professional Service, Heads of Support Group, Directors) and will be a visible contact for SEP change management and benefits realisation support. The management of constructive relationships in the operational areas of the University is critical.

The SEP Implementation Change Manager will work closely with other SEP colleagues (including Programme Director, Programme Sponsors, Service Excellence Change Manager) to provide consistent change management across the programme. Working together, the Implementation Change Manager will drive the adoption of change activity in the colleges, schools and support groups within the university.

8. Knowledge, Skills and Experience Needed for the Job

Essential

- Degree or equivalent formal training, plus significant hands-on experience in a similar or related role(s), demonstrating development through involvement in progressively more demanding relevant work/roles;
- Expert knowledge of benefits management and change management;
- A strong commitment to implementing business change to help the University deliver on its key strategic goals;
- Resilience and the ability to react positively to feedback from colleagues at all levels;
- Commitment to staff training and development, including evidence of recent personal and professional development;
- Excellent interpersonal and communication (verbal and written) skills, ability to positively influence and negotiate with colleagues at a senior level. Also demonstrate ability to gather, analyse and present information, write reports and deliver presentations;
- Good understanding of core software packages including word, PowerPoint and excel.

Desirable

- Expert knowledge of change, programme and project management processes and techniques.