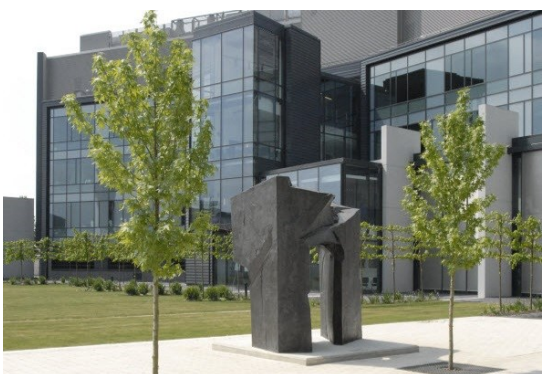


# Senior Change Management Specialist

Change & Programme Management Office

Closing Date: Sunday 19th January 2025

Job Reference: YV44480



# Senior Change Management Specialist

**Salary:**

£46,485 — £58,596

**Contract:**

Permanent

**Location:**

West Cambridge

**Department:**

Change and Programme  
Management Office, based  
within UIS

**Responsible to:**

Head of Change &  
Engagement and  
UIS

**Working pattern:**

Full-time

**Purpose of the role**

The Senior Change Management Specialist will work with sponsors and teams to drive faster adoption, higher utilisation and greater proficiency of the changes that impact staff to achieve positive results and outcomes. The focus will be on the people side of change including changes to business procedures, processes, systems and technology, job roles, organisation structures and culture. The primary responsibility will be creating and implementing change management strategies and plans (covering communications, training, sponsorship, the role of line managers) that maximise employee engagement and adoption.

We understand the value and importance of focussing on the people side of change in transformational work and the Senior Change Management Specialist will need to:

- clearly articulate the drivers for and intended outcomes of change
- help individual staff understand and support change, helping them to understand what the change means for them and their work, and why this is important
- help line managers support their staff through change and proactively address resistance to change
- ensure sponsorship and leadership is coordinated and tailored across an organisation to best effect change
- coordinate training and information to enable staff to have the ability to adopt changes in working practice
- lead on communications, creating strategy, plans and content to support change activities.

The Senior Change Management Specialist will be part of the Change and Programme Management Office to support the work of the University Information Services (UIS), which is changing rapidly and set for more transformation during 2025 and beyond

They will need to develop excellent relationships with their UIS and CPMO team colleagues, HR Business Partners, Change Partners and other Senior Change Specialists as well as other key stakeholders across the University, including university IT staff outside UIS.

These relationships are vital to understand the context for the changes within UIS in relation to the services provided by UIS. The work shall also focus on the change and engagement activities required in UIS. This work shall include changes in ways of working, culture and service delivery and are to be integrated with transformation programmes and collaborative with all those seeking to affect change at Cambridge.



# Senior Change Management Specialist

## Key Responsibilities

### 1. Change Management Assessment, Strategy, Planning & Measurement

- Assess the change impact and complete change management assessments and create a change management strategy.
- Develop and deliver the change management strategy and plans, covering communication, sponsorship, support for staff and line managers, training, coaching and resistance management.
- Define and measure change management success metrics and monitor change progress, along with tracking and reporting issues
- Ensure project team members integrate change management activities into their project plans and how this can become business as usual.



### 2. Communications Strategy

- Develop and maintain a comprehensive, memorable, communications strategy and plan (integrated with the change management plan) designed to educate, engage and motivate stakeholders within UIS and across Collegiate Cambridge where applicable and to assist with the adoption of new practice and improved business processes that support the implementation of improved ways of working for the benefit of UIS staff, as well as staff across the university and students.

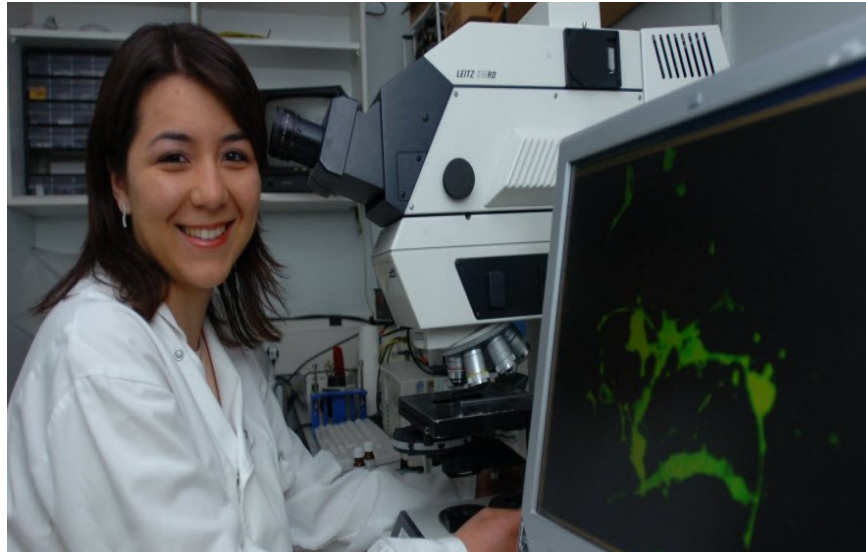


- Design and develop high quality communications for targeted audiences that is up-to-date, relevant, well-structured, clear and engaging in content, using appropriate communication channels.
- Design and deliver feedback mechanisms to enable measurement of the effectiveness of communication delivery, as well as ongoing engagement with and between stakeholders (e.g. forums, surveys, FAQs, etc)
- Conduct this under the direction of the Head of UIS Communications and in partnership with the UIS Communications team to ensure a cohesive approach to communications design and delivery.

# Senior Change Management Specialist

## 3. Stakeholder advice, support & coaching

- Proactively and independently build relationships with senior staff across UIS, Departments and Central Services to determine and agree the most appropriate methods to effectively communicate change impact and benefits for staff.
- Manage a wide variety of stakeholders involved in and/or impacting the change work (e.g. Senior Leaders, Line Managers and all staff)
- Coordinate efforts with other specialists (e.g. support communication and training efforts)
- Provide coaching, guidance, feedback and support, as needed for Sponsors and others within UIS and across the Sponsor Network.



## 4. Change management approach, education & capacity building

- Apply a structured methodology (e.g. Prosci, APMG) and lead change management activities for all the change initiatives to which you are assigned.
- Support change capability building within the University (e.g. participation in the Change Management Community of Practice, sharing best practice/experience gained, mentoring other Change Specialists etc)

# Person specification

	Essential	Desirable
<b>Demonstrable Experience</b>		
Experience of large-scale cross organisational change initiatives.	✓	
Experience of developing and delivering comprehensive approaches to staff communication across a complex organisation	✓	
Experience with planning and implementing internal Communications Strategies.	✓	
Demonstrable experience in client facing roles and managing suppliers and 3rd parties.	✓	
Experience of change management methodology across an organisation (e.g. Prosci, ADKAR, APMG etc)	✓	
Experience and knowledge of change management principles and methodologies, (e.g. Change Impact Assessments, Change Readiness activities, and Change Management coaching)	✓	
Some experience in training/instructional, implementation / delivery		✓
<b>Skills</b>		
Ability to be flexible within a changing environment and responsibilities within the role.	✓	
The ability to quickly build and maintain positive relationships with team-members and stakeholders.	✓	
A team player able to work with and through others, working independently as needed.	✓	
Understanding of and commitment to the fundamental role that people and culture play in change management.	✓	
The ability to serve, motivate and focus a cross-functional team and to foster collaboration among team members.	✓	
Excellent communication & listening skills – both written and verbal, combined with the ability to prepare and conduct high impact workshops and presentations.	✓	
Ability to create and distribute high-quality digital content	✓	
Good understanding of project management approaches, tools and phases of project & programme lifecycle	✓	
In-depth understanding of how people go through a change, the change process and appropriate tools and techniques	✓	
<b>Qualifications</b>		
Educated to degree level and/ or possess equivalent experience or industry accreditation	✓	
Change Management qualifications (e.g. APMG Practitioner, PROSCI level or equivalent)		✓

# The Academic Division



## Unified Administrative Service

**The University's central Unified Administrative Service (UAS) works in partnership with Schools, Faculties and Departments, providing core professional and administrative services in support of Cambridge's academic and charitable mission. It also offers a range of expertise and skills that help support the development and implementation of policy across a number of functional areas.**

The UAS is led by the Registry as the University's Principal Administrative Officer and consists of the following divisions:

- Academic Division
- Estate Management Division
- Health, Safety and Regulated Facilities Division
- Human Resources Division

Administrative staff within a number of these divisions, especially the Academic Division and Finance Division, are often physically located in

Schools, Faculties and Departments, and are fully involved in their day-to-day operation.

## Academic Division

The post is within the Academic Division of the UAS. The Division is responsible for supporting the General Board of the Faculties and for the academic administration of the University, including maintaining the excellence of its teaching and research.

The Division is headed by the Academic Secretary and consists at present of some 300 staff, responsible for admissions, examinations, student services, education policy and quality assurance, International matters, research administration and School, Faculty and Departmental administration. Further details about the Division can be found at:

<https://www.academic.admin.cam.ac.uk>

## The Change and Programme Management Office

**The Change and Programme Management Office has been established to support the management and coordination of the University change programmes. It supports the work of the Change and Programme Management Board and works closely with the programme teams, professional services staff and key stakeholders to help the University embrace new ways of working that better support our staff and academic mission.**

The primary role of the CPMO is to coordinate activities taking place across the various change programmes, manage risks associated with programme delivery, offer assurance to the University and support institutions to adopt new ways of working. The CPMO team includes specialists in areas such as project and portfolio management, continuous improvement, process



improvement, organisational design and development, and communications.

Hybrid working (working both from home and on site) is an option for this role and can be discussed during the interview process. If you have a preferred working pattern, please feel free to share that in your application.

## University Information Services

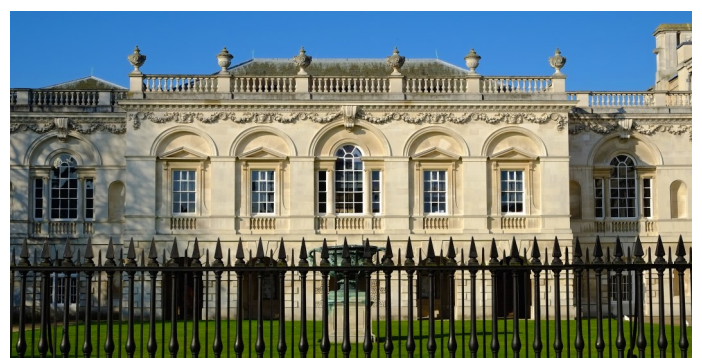
**The UIS provides the digital infrastructure at the heart of the University's world-leading education and research**

The University of Cambridge consists of over 100 institutions (Departments, Faculties and Schools) and employs around 12,000 staff. The Director of Information Services leads a University Information Services function which positively adds value to the University. For the delivery of a world – class computing service for all of the relevant stakeholder communities.

As a customer focussed organisation the purpose of UIS is to provide business information services that underpin the critical

management processes used across the collegiate University in research, teaching and administration.

We are working with teams to collaboratively design new ways of working and see the work of a Change Management Specialist as key in supporting staff.



# Terms of appointment

## Tenure and probation

Open ended contract (funding dependant). Appointments will be subject to satisfactory completion of a probationary period of 9 months.

## Hours of Work and Working Pattern

The hours of work for the position full-time working Monday – Friday. We welcome applications from individuals who wish to be considered for part-time working or other flexible working arrangements.

## Pension

You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a defined benefits pension scheme. For further information please visit: [www.pensions.admin.cam.ac.uk](http://www.pensions.admin.cam.ac.uk)

## Annual leave

Full time employees are entitled to annual paid leave of 41 days inclusive of public holidays. For new part-time employees, annual leave will be pro rata'd based on days worked.

## General information

### Pre-employment checks

### Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

### Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

### Qualifications

The person specification for this position lists qualifications that are essential and/or

desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

**References** - offers of appointment will be subject to the receipt of satisfactory references.

## Equality and Diversity

We particularly encourage candidates from a Black, Asian and Minority Ethnic background to apply for this vacancy as they are currently under-represented at this level within our University.

## Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, the Department Administrator, who is responsible for recruitment to this position.



# The University

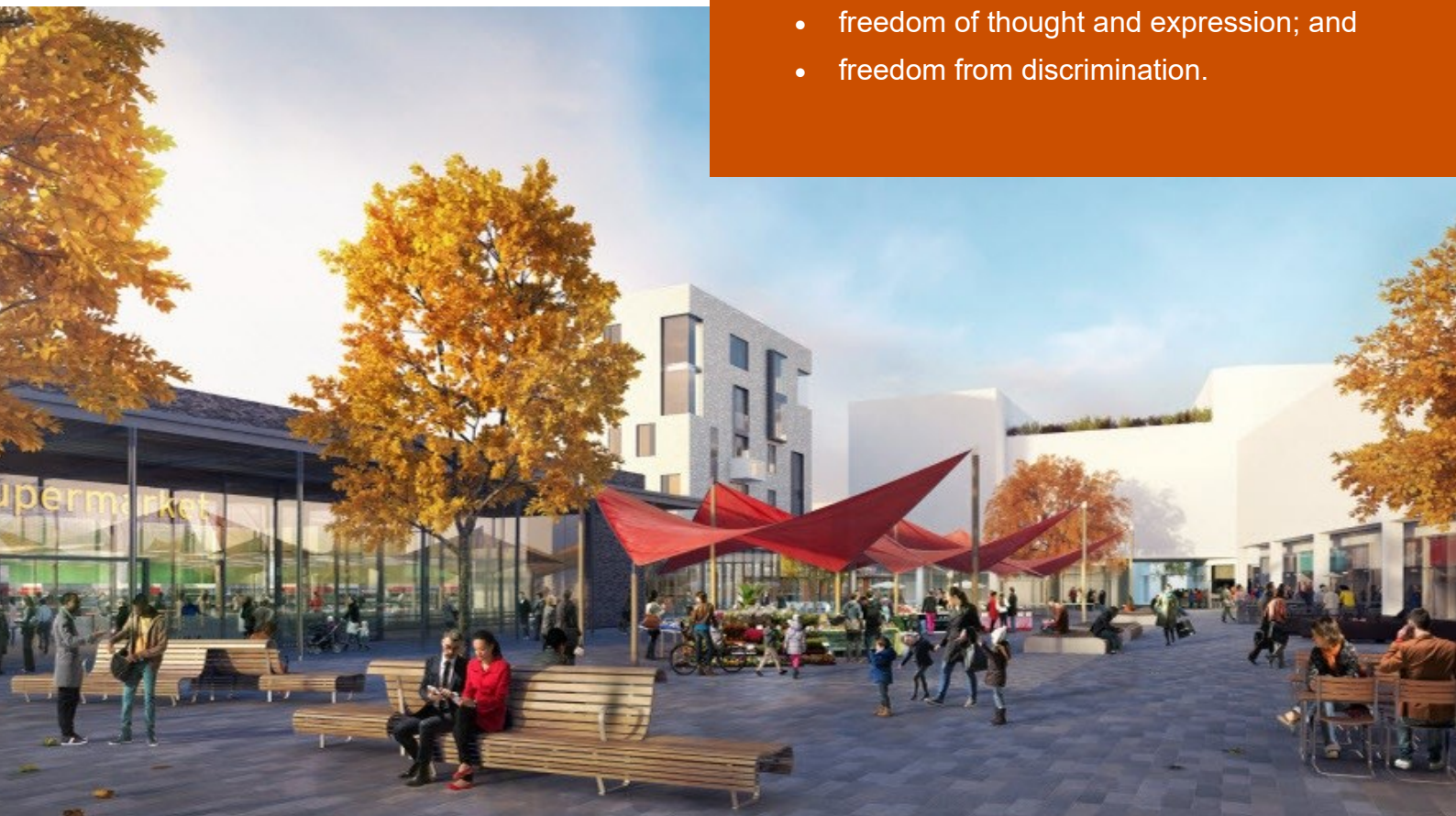
**The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.**

Our sustained pursuit of academic excellence is built on a long history of world-leading teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include academic and commercial growth at both the West Cambridge Innovation District, and the Biomedical Campus in the south of the city. Eddington, in North West Cambridge, is a mixed-use development including key worker housing for staff, a community centre and a new primary school, managed by the University. Through these projects, the University is deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



# About us

**The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.**

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

*Stephen Toope, Vice Chancellor 2019*



# Working at the University

**Working at Cambridge you will join a diverse, talented and innovative community, with more than 23,000 students and over 16,000 staff from all walks of life and corners of the world.**

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



## **Equality & diversity**

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

# Living in Cambridge

**Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.**

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the [Visit Cambridge](#) website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.



## Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge. For staff who require a Skilled Worker Visa, Global Talent Visa or Settlement (known as indefinite leave to remain) to take up employment with the University, we offer an interest free [visa loan scheme](#) for current and prospective staff (and their dependants), to help meeting the cost of obtaining a visa.

## Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>

# What Cambridge can offer

**We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.**

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme](#) for academic and academic-related staff, with additional flexible working policies for all other staff.

## Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.



## CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens. CAMbens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



# What Cambridge can offer

## Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here: <https://www.childcare.admin.cam.ac.uk/>

The [Newcomers and Visiting Scholars Group](#) is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Postdoc Academy supports the postdoctoral community within Cambridge. Further details are available here: <https://www.postdocacademy.cam.ac.uk/>

## Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the [Cambridge Festival](#), which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

## Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



# How to apply

Applications should be submitted online via the University of Cambridge jobs page [www.jobs.cam.ac.uk](http://www.jobs.cam.ac.uk) by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to: Narinder Bains at the Change and Programme Management Office, via [change@admin.cam.ac.uk](mailto:change@admin.cam.ac.uk).

If you have any queries regarding the application process please contact [resourcingqueries@admin.cam.ac.uk](mailto:resourcingqueries@admin.cam.ac.uk) quoting YV44480

**The closing date for applications is: Sunday 19th January 2025**