

**University of
Northampton**

**Head of Transformation and
Change**
Job Description



Job Title: Head of Transformation and Change

Grade: 9

Responsible to: Chief Operating Officer & Deputy Vice Chancellor

Overall Purpose

Reporting to the Chief Operating Officer and Deputy Vice Chancellor, the Head of Transformation and Change will lead the Transformation and Change Office, which is responsible for a comprehensive transformation portfolio aimed at modernising and enhancing the operational efficiency, academic offering and strategic capabilities at the University of Northampton.

This post will involve overseeing all aspects of the transformation portfolio, including planning, execution, monitoring and delivery of key programmes and projects.

The Head of Transformation & Change will work closely with the University Leadership Team, internal and external stakeholders, and faculty and professional services staff to ensure the portfolio meets its objectives and aligns with the University's strategic objectives.

Core People Management Duties & Responsibilities

- Manage performance and behaviour (including the PDR and the Probation period) of team on an ongoing basis
- Monitor leave and absence of the team on an ongoing basis. Approve annual leave requests, manage poor attendance and support staff with ongoing ill health issues
- Monitor and approve development opportunities to meet changing needs of the University and personal development
- Communicate effectively at all levels, ensuring relevant information is cascaded to the team and allow for two way communication including team meetings and 1-2-1's
- Foster wellbeing of team members ensuring maintenance of work life balance, adherence to Working Time Regulations and providing opportunities for staff to raise issues e.g. through regular 1-2-1 meetings
- Plan resources to ensure adequate coverage to meet the needs of the service whilst recognising employee wellbeing
- Undertake all aspects of recruitment in accordance with University policy and procedure, for both within the team and supporting other departments and faculties across the University
- Undertake investigations and undertake role of hearing manager in cases of disciplinary and grievance for employees across the University in line with University Policy and procedures

Principal Duties and Responsibilities

- To provide strategic leadership and direction for the transformation portfolio, ensuring alignment with the University's strategic goals and objectives.
- To oversee, through the Transformation and Change team, the development and implementation of programme plans, timelines and budgets.
- To ensure the successful delivery of all programme outcomes within the portfolio, including scope, time, cost and quality.
- To engage and communicate with a wide range of internal and external stakeholders, including the University Leadership Team, faculty, professional services, staff, students and partners.
- To build and maintain effective relationships to secure buy-in and support for transformation initiatives within the portfolio.
- To facilitate transparent communication and collaboration across faculties and professional services.
- To establish and maintain effective governance structures to monitor progress, manage risks and ensure accountability across all programmes and projects within the portfolio.
- To prepare and present regular progress reports, including key performance indicators, to the University Leadership Team, and where appropriate, the Board of Governors.
- To ensure compliance with relevant regulations, policies and standards associated with change and transformation.
- To develop and implement a comprehensive change management strategy to support the University throughout transformation.
- To promote a culture of continuous improvement, innovation and adaptability.
- To identify and address resistance to change, and ensure stakeholders are actively engaged and informed throughout the process.
- To identify, assess and manage risks and issues that may impact the successful delivery of projects and programmes within the portfolio.
- To lead and manage a multidisciplinary team of project managers, analysts and support staff, fostering a collaborative and inclusive team environment that encourages professional growth and development.
- To develop and manage the programme budget, ensuring efficient allocation and utilization of budget and resources, monitoring financial performance to adhere to relevant budgetary constraints.
- To define and track metrics to evaluate success of the transformation portfolio and the programmes within it.
- To lead the completion of post-implementation reviews to capture lessons learned and continuously improve future initiatives.

Generic Duties and Responsibilities

- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Chief Operating Officer and Deputy Vice Chancellor.
- The post holder may be required to participate in activities and other key University events that may be outside the working week.
- The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including employment, equality and diversity, and health and safety issues.
- The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.

Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

Criteria	Essential / Desirable	Assessment Methods
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Qualifications

1	A relevant postgraduate degree (e.g. MBA, MSc in Project Management) or commensurate level of experience	Essential	Application
2	Professional qualification in programme or project management (e.g. APM, PRINCE2, PMP)	Essential	Application

Skills, Knowledge and Experience

3	Significant experience of leading large-scale transformation programmes, preferably within the higher education sector	Essential	Application
4	Familiarity with digital transformation initiatives, and the integration of technology in educational settings	Desirable	Application
5	Proven track record of successfully managing complex projects and programmes from initiation to completion within an innovative environment	Essential	Application Interview
6	Proven background in change management, including experience with stakeholder engagement, communication and driving cultural change	Essential	Application Interview
7	Experience in establishing and managing governance structures for large programmes	Essential	Application Interview
8	Demonstrable leadership skills, proven to inspire, motivate and guide diverse teams and stakeholders	Essential	Application Interview

Personal Qualities

9	Ability to align portfolio objectives with the University's strategic goals and vision	Essential	Application Interview
10	Excellent verbal and written communication skills, capable of presenting complex information to a variety of audiences	Essential	Application Interview
11	Proactive and innovative approach to identifying and resolving issues with and between stakeholders	Essential	Application Interview
12	Highly organised with the ability to manage multiple priorities and to deliver under pressure	Essential	Application Interview

13	Effective interpersonal, persuasion and negotiation skills to build effective working relationships across all levels of the organisation	Essential	Application Interview
14	Good analytical and problem-solving skills – able to identify key issues and patterns from partial/conflicting data; with the ability to take a broad perspective to problems and assimilate new, less obvious solutions	Essential	Application Interview
15	A results-orientated mindset with a commitment to excellence and continuous improvement	Essential	Application Interview
16	Resilient and adaptable, able to navigate ambiguity and change	Essential	Application Interview
17	Integrity and professionalism, demonstrating a commitment to ethical standards, confidentiality, and the University's values of inclusivity, trust, sustainability and aspiration	Essential	Application Interview