

# Change Partner

## Change & Programme Management Office

**Closing Date: Sunday 29th September 2024**  
Job Reference: YV43099



# Change Partner

**Salary:**

£45,585-57,696

**Contract:**

4 Year Fixed Term in the first instance

**Location:**

Central Cambridge

**Department:**

Change and Programme Management Office, based in Schools/NSIs

**Responsible to:**

Narinder Bains,  
Head of Change & Engagement, CPMO

**Working pattern:**

Full-time/Part-Time

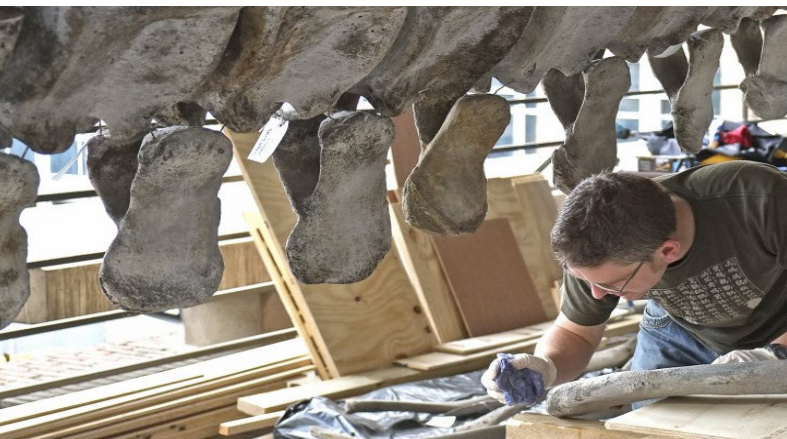
**Purpose of the role**

The role of the Change Partners is to translate between Change programmes and business operations. The roles operate within the context of the wider change activities happening across the University and form part of a series of solutions that are being developed to ensure that change happens effectively. The role is to ensure that the focus of change initiatives is in furtherance of the academic mission, working closely with change specialists, whose role is to secure employee adoption of the transformation programmes.

The Change Partners lead and set expected standards for the provision of high-quality advice and support for the University on all change matters and work in partnership with other change programmes to lead the optimisation of change and support the delivery of prioritised and effective changes across the School/NSI and the whole University.

The Change Partners support Schools and NSIs to influence change, identify difficult issues and potential problems at a very early stage ensuring that School and NSIs voices are heard, thus supporting the collaborative change activities needed to find the best solutions. In turn, the Change Partners utilise their expertise and insights to influence the wider direction of change across the university.

This role is based within the individual School(s) or NSIs on a day-to-day basis and will be part of the School Office/NSI Senior Leadership team. The Change Partners report to the Change and Project Management Office (with an operational line to the School Secretary or the COO of the NSI).



Further info on the University structure can be found here:

- <https://www.governance.cam.ac.uk/structure/schools/>
- <https://www.governance.cam.ac.uk/structure/institutions/>

# The Role of the Change Partner

The Change Partners will need to develop a detailed knowledge of the University business environment and direct experience of local operations - in particular, they need an understanding of the management structures, politics and culture of the division they have been assigned to.

To achieve that, they will be working closely alongside School Lead HR Business partners and HR Business Partners, Finance School Managers, Assistant Directors for the Research Office, Estates Business Partners and other existing roles to ensure that they are well integrated and get to know how School offices and functional areas work, ensuring that they defer to the relevant specialist area for specific change matters and offer advice and feedback to implement change that can be successfully embedded. The Change Partners will also be interacting and building strong relationships with Faculties and Departments within their Schools, acting as facilitators, convenors and translators.

The Change Partners will coordinate and work across multiple change activities simultaneously. Working closely with The Reimagining Professional Services (RPS) programme as part of the CPM Office, they will be connected with the Change Specialists, the Organisational Development, the Communications and the Continuous Improvement teams.



# Change Partner

## Key Responsibilities

### 1. To lead and set expected standards for the provision of high-quality advice and support for the university on all change matters

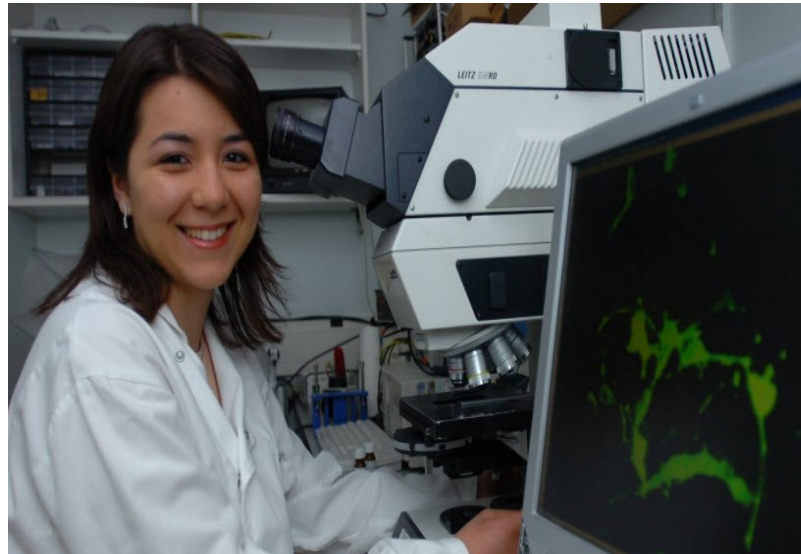
- Working alongside the School Secretaries/Director/COO of NSIs to support the delivery of the change agenda, understanding the various drivers of the change programmes and the implications for the School/NSI.
- Provide feedback and challenge to the change programmes to ensure that the full range of the Schools'/NSI's needs are reflected in the short, medium and long-term plans.
- Understand and be sensitive to the complex and often disparate Departments' / Institutions' operating procedures, developing gap analysis' between the current and desired future state of instituting change capability at the organisational level, conveying the why and how for bridging the gap.
- Liaise with the H RTP Implementation Coordinators, programmes' Change Specialists and other roles with Transformation Programmes and other change activities spotting connections, translating messaging and ensuring that all parties have clarity on the impact of change and the risk associated with it, advocate for the changes and actively engage to ensure effective buy in.



# Change Partner

## 2. Develop a detailed understanding of university wide, inter-dependent, change programmes.

- Develop a deep understanding of the School Office or functional area and be sensitive to their distinct culture, investigating potentially difficult issues for School and Departmental colleagues. Develop a deep understanding of Faculties / Departments / NSIs, their operations, challenges and opportunities, and be able to understand the implications of proposed change activities.
- Develop a good understanding of the functional areas, how they interact with Schools, departments and across other functional areas, familiarising themselves with their challenges and opportunities.
- Establish and develop internal networks and champion Communities of Practice to identify opportunities for leveraging partnerships, promoting successful adoption of change initiatives.



## 3. Stakeholder management, advice, support & coaching:



- Act as the primary interface between the School/ NSI and the CPMO on change matters. Advise staff and resolve issues to ensure all staff consistently implement best practice, training staff on change processes as required.
- Utilising expertise and influencing skills to develop and proactively manage relationships with key stakeholders at all levels, to ensure:
  - ◇ There is early opportunity to proactively and tactfully influence key decisions in the change programmes and shape the future strategic and operational direction for the School(s)/NSIs.
  - ◇ Early identification of resistance to change and provide guidance and coaching to ensure resistance is mitigated and managed accordingly, through consultancy, redesigning systems, feedback and support.
- Take a lead role in managing the communication and consultation process with the School/NSI to support the University's academic mission, so that a positive culture of change is fostered within the School(s)/NSIs and the organisation.

# Change Partner

## 4. Communication & Engagement:

- Influence, negotiate and persuade (in both directions) in support of the Change process across cross-functional areas, robustly advocating solutions to complex problems to satisfy a variety of stakeholders.
- In conjunction with the programmes/projects' communication strategy, develop and advise communication plans, ensuring key stakeholders are informed of changes and developments.
- Design and deliver change management workshops and meetings to promote communication, collaboration, engagement and up-skilling for School/NSI staff.
- Transparently communicating between the change programmes and the School(s)/NSI, spotting connections, translating messaging and ensuring that all parties have clarity on the impact of change and the risks associated with it.
- Gain the trust of both the Departmental Administrators/Business and Operations Managers community plus Heads of Departments and colleagues in the change projects.



- Deliver support and advice in an adaptable way by supporting the institutions to work strategically to achieve their outcomes within the change programmes, whilst demonstrating the ability to be detail orientated in finding a solution where required.
- Create and manage relationships with a wide variety of stakeholders involved in and/or impacting the change project/programme (e.g. Senior Leaders, Line Managers, other specialists), gaining commitment to the change agenda, communication, training efforts etc.



# Person specification

	Essential	Desirable
<b>Experience</b>		
Experience and knowledge of project/change management principles and methodologies (e.g. change impact assessments, change management coaching etc)	✓	
Evidence of working within a diverse and devolved matrix organisation	✓	
Evidence of leadership skills to inspire confidence	✓	
Evidence of managing change arising from significant changes to business practices, behaviours and attitudes	✓	
Evidence of leading and contributing to the development of organisation-wide level strategies and work plans	✓	
Evidence of preparing and presenting reports and proposals for senior management/committees	✓	
<b>Skills</b>		
Excellent influencing and leadership skills, acting flexibly & constructively	✓	
Strong analytical skills and ability to produce and present clearly articulated, well-structured, concise reports including the analysis of qualitative and quantitative data	✓	
Excellent communication & listening skills – both written and verbal, combined with the ability to prepare and conduct high impact workshops and presentations for a variety of audiences	✓	
Strong organisational and project management skills	✓	
The ability to quickly build and maintain positive relationships with team-members and stakeholders	✓	
Ability to be flexible within a changing environment and responsibilities within the role.	✓	
Ability to quickly understand business priorities and requirements and translate into requirements for the School(s)/NSIs and change programme	✓	
In-depth understanding of how people go through a change, the change process and appropriate tools and techniques to be applied to enable and sustain	✓	
<b>Qualifications</b>		
Educated to degree level and/ or possess equivalent experience.	✓	
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



# Terms of appointment

## Tenure and probation

4 years fixed term in the first instance. 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

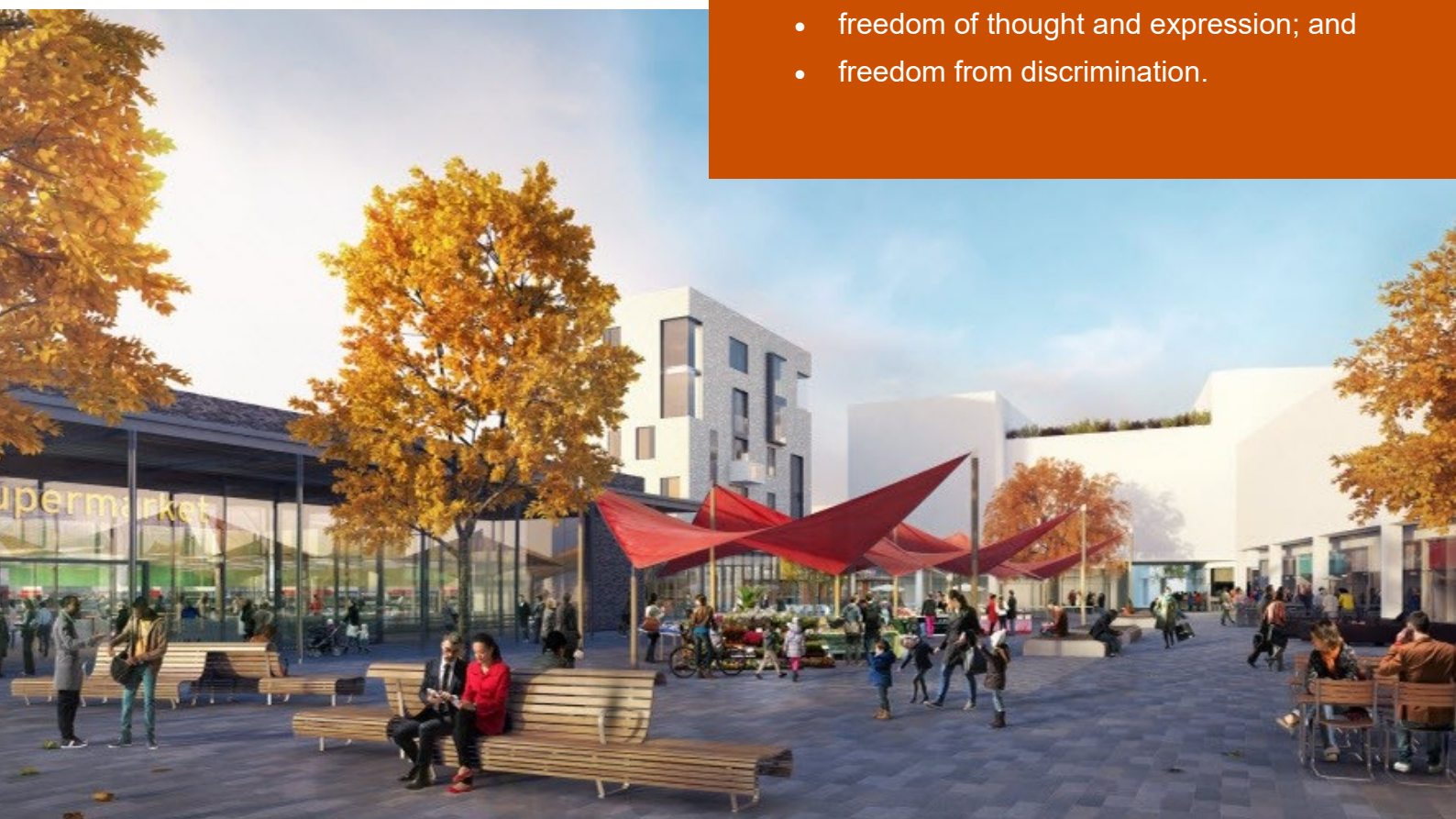
**The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates 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, Head of Change & Engagement**, 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 **YV43099**

The closing date for applications is:

**Sunday 29th September 2024**

The interview date for the role is:

**Week commencing: 14th October 2024**



UNIVERSITY OF  
CAMBRIDGE