

Change & Engagement Manager

Finance Division

Closing Date: 2 March 2025

Job Reference: AG44401



Change and Engagement Manager

Salary:

£46,485–£58,596

Contract:

3 Years Fixed-Term
Contract

Location:

West Cambridge

Department:

Finance Division

Responsible to:

Joint Head of Finance
Transformation
Programme

Role Overview

The role is based in Finance Division and is the key role providing change management leadership of the programme.

This role is key to the delivery of the Finance Transformation Programme.

Role Purpose

The Change & Engagement Manager will work with sponsors and teams to support change initiatives in meeting objectives by increasing employee adoption and usage. This person will focus on the people side of change – including changes to business procedures, processes, systems and technology, job roles and organisation structures. The primary responsibility will be creating and implementing change management strategies and plans (covering communications, training, sponsorship, the role of line managers, and resistance management) that maximise employee adoption and usage and minimize resistance.

The Change & Engagement Manager will work to drive faster adoption, higher utilisation and greater proficiency of the changes that impact staff to increase benefit realisation and the achievement of results and outcomes.



Change and Engagement Manager

Key responsibilities

1. Change Management Assessment, Strategy, Planning & Measurement

- Assess the change impact and complete change management assessments for the project and create a change management strategy.
- Develop and deliver change management strategy and plans, covering communication, sponsorship, support for line managers, training 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.

2. Communications Strategy & Delivery

- Develop and maintain a comprehensive, memorable, communications strategy and plan (integrated with the change management plan) designed to educate, engage and motivate stakeholders at all levels across Collegiate Cambridge, 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 students and staff.
- Design and develop high quality communications for targeted audiences using appropriate communication channels.
- Establish and maintain online channels and content as the place for stakeholders to go to understand improvements to be implemented, their scale, business impact, timing and benefit by providing up-to-date, relevant, well-structured, clear and engaging content.
- 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).

3. Stakeholder advice, support & coaching

- Proactively and independently build relationships with senior staff across Colleges, 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 project (e.g. Senior Leaders and Line Managers).
- 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 the project 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 University 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
Experience		
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)		✓
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	✓	
Some experience in training/instructional design		✓
Skills		
Ability to be flexible within a changing environment and responsibilities within the role	✓	
In-depth understanding of how people go through a change, the change process and appropriate tools and techniques to be applied to enable & sustain change		✓
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	✓	

Person specification continued

	Essential	Desirable
Skills		
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.	✓	
	✓	
Qualifications		
Educated to degree level (preferably with an English or Communications degree) and/ or possess an equivalent professional qualification		✓
Ideally, formal Change Management qualifications (e.g. APMG Practitioner, PROSCI level or equivalent)		✓
Communications qualification (CIPR etc)		✓
Additional requirements		
Demonstrable experience in client facing roles and managing suppliers and 3rd parties	✓	

Behavioural Attributes

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at what level and whether this is an essential or desirable requirement. Full definitions are at: [Behavioural Attributes | Human Resources \(cam.ac.uk\)](https://www.cam.ac.uk/human-resources/behavioural-attributes)

Please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

Attribute	Level
Valuing Diversity	A
Achieving Results	B
Communication	B
Innovation and Change	B
Negotiating and Influencing	B
People Development	B
Relationship Building	B
Strategic Focus	B

Professional Services Values

Developed by professional services staff, our values underpin everything we do. By living the values in the work we do, we hope to foster an environment where staff feel empowered. The values encourage staff to; work together and share skills to create a sense of community, act with integrity, take an inclusive and fair approach and develop honest and open relationships that are underpinned by our shared values. We encourage applicants to consider these values within their application.



The Finance Division



It is the responsibility of the Finance Division to manage the financial resources of the University.

The Finance Division promotes good practice in Accounting, Reporting, Planning, Procurement, Taxation, Insurance and Pensions and is also responsible for maintaining the integrity of the accounting records, facilitating financial transactions, establishing best practice and for producing both the statutory accounts and management information to assist in decision making at all levels of the institution.

Our staff promote the effective use of Cambridge's financial resources by providing professional advice across the University and Group entities when appropriate. We supply financial information to the Council and other bodies to enable them to make informed decisions.

We also ensure Cambridge's financial compliance with the Office for Students (OfS), UKRI, HMRC and other funding and regulatory bodies, in addition to preparing the University's annual statutory financial statements.

The Finance Division has 240 staff spread across three main sites in Cambridge. This role, in the Finance Transformation Programme is based in Greenwich House, Madingley Road. The University is supportive of hybrid working, where some work is undertaken on University premises and some in a remote working environment where the role allows. Specific arrangements will be discussed at interview and will not form a part of the contractual terms of the role.

Terms of appointment

Tenure and probation

Appointment will be made on a fixed-term basis of 3 years. Appointments will be subject to satisfactory completion of a probationary period which will be set dependant on the length of tenure.

Hours of Work and Working Pattern

The hours of work for the position full-time working Monday – Friday.

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

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.

Screening Checks:

This role requires a basic disclosure (DBS) check and a Agenda security check. Any offer of employment we make to you will be conditional upon the satisfactory completion of these checks. Whether an outcome is satisfactory will be determined by the 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

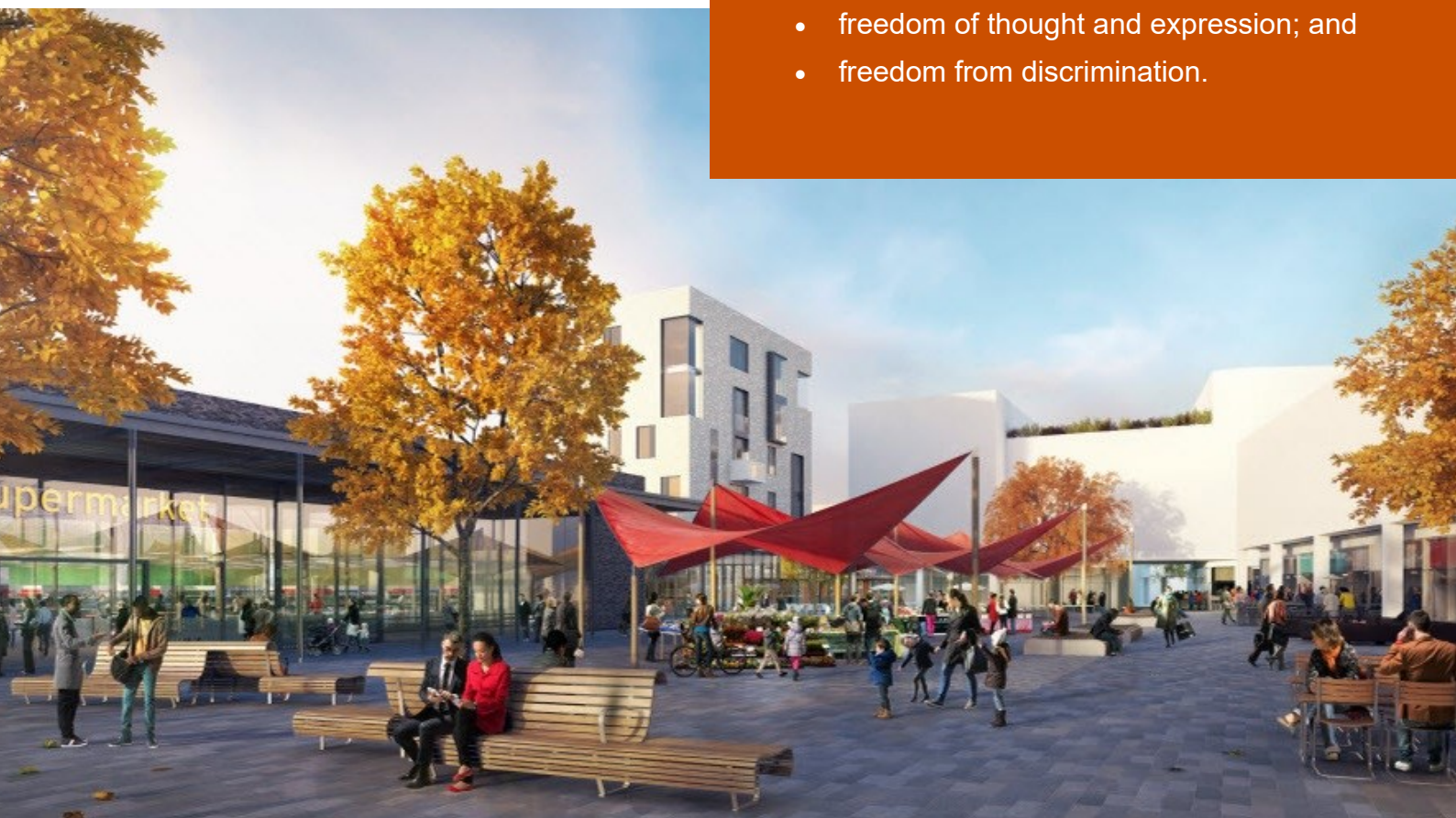
The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates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

If you would like more information about this role, informal enquiries can be directed by email to Scott Parkinson at scott.parkinson@admin.cam.ac.uk.

If you have any queries regarding the application process please contact finhr_recruitment@admin.cam.ac.uk

The closing date for applications is: 2 March 2025

The interviews will be carried out on a rolling basis.