JOB DESCRIPTION
Faculty Change Manager
Vacancy Ref: A2357

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Faculty Change Manager</th>
<th>Present Grade: 7P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department/College:</td>
<td>Faculty of Science &amp; Technology</td>
<td></td>
</tr>
<tr>
<td>Directly responsible to:</td>
<td>Faculty Manager</td>
<td></td>
</tr>
<tr>
<td>Other contacts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internal:</td>
<td>Dean, Associate Deans, Heads of Department, Departmental professional services staff, Faculty academic, teaching and research staff, Faculty officers, Central Professional Services Staff.</td>
<td></td>
</tr>
<tr>
<td>External:</td>
<td>Faculty clients and partners, the ABS, the QAA, the EFMD, Research Councils, the NWDA, HEFCE, the Department for Education and Skills, External Accrediting Bodies.</td>
<td></td>
</tr>
</tbody>
</table>

**Major Duties:**

**The Role**
Working closely with Associate Deans, Heads of Departments, Departmental Officers/Administrators and other colleagues in professional services, the Faculty Change Manager will be responsible for implementing a series of projects aimed at improving processes and ways of working in departmental and faculty office administration, joining services up with central professional services divisions and leading to improvements in consistency and effectiveness. The postholder will lead and co-ordinate the projects utilising a participatory and inclusive approach, ensuring there is positive communication throughout the process.

**Key Responsibilities**

- Lead on the implementation of the PSP recommendations for the Faculty of Science and Technology; these include:
  - Single student office administration model: support Departmental Officers to develop and implement the new single student office operating model; engage with students and student-facing staff to review student support services with a view to improving student support and ensuring processes are clear and consistent across all departments; ensure that the new operating model is aligned with and has an effective interface with central professional services;
  - Online submission and assessment of student work: support departments with implementing systems for introducing online submission and assessment of student coursework, working closely with Information Systems and Services;
  - Postgraduate administration: work with the Faculty Graduate School Manager to implement changes to PG administration as recommended by the Faculty Professional Services Project;
  - Post-award research support: work with the central research services team to design, develop and implement an institution-wide system for managing post-award research administration support.
- Support the Faculty Manager with driving forward the institutional-level Faculty Professional Services Project (PSP) recommendations, which request improvements and changes in the following areas:
  - Student support and well-being;
  - Skills and careers pathways for professional services staff;
  - Improving HR processes.
- Develop implementation plans for the above projects, plus effective communication plans and ensure effective communications and engagement throughout.
- Collaborate with relevant colleagues in central professional services divisions and other faculties to support the implementation of the above projects.
- Seek external benchmarking and best practice examples of faculty and departmental administration; facilitate the identification and sharing of best practice between departments and faculty offices as well as identifying tasks more suited to be carried out outside departments or faculty offices in relation to the above projects.
- Support the implementation of the Faculty’s people plan objectives, in particular initiatives to improve equality, diversity and inclusion.
- Provide additional support to departments as required to implement change and improve processes.
- Work with the Faculty Manager to identify further priority areas over the next 1-3 years to deliver more effective services, for example: retention, NSS, assessment and feedback, student recruitment and conversion.
- Consider how the above activities align with other university initiatives, such as Digital Services and Customer Service Excellence accreditation.
- Any other activities appropriate to the grade, as directed by the Faculty Manager.