 Job Description

Post/Job Title:	**Head of Strategic Change**
Ref:	**POSN109475**
Location/Building:	**Studland House**
Faculty/Professional Service:	**Office of the Vice Chancellor**
Group/Section:	**Strategic Change Team**
Normal hours per week:	**37 (1.0 FTE)**
(Some flexibility will be required in order to ensure that key time scales and deadlines are met).	
Grade:	**11**
Accountable to:	**Director of Strategy**
Responsible for supervising:	**Strategic Change Team**

Job Purpose

The Head of Strategic Change provides effective, organisation-wide project, programme and portfolio management capabilities, from delivery support through to oversight, scrutiny and challenge, to support the delivery of the organisation's BU2035 strategy and change through realisation of aligned change portfolio(s). Working closely with the Director of Strategy, the role will drive effective decision-making, accountability and oversight across the portfolio of projects/programmes, along with embedding robust standards and developing and maturing the portfolio through performance management and continuous improvement.

The postholder will be responsible for the overall delivery of the implementation of BU2035 and accountable during its lifetime for overseeing and controlling the cross-institutional management of multiple complex and strategically critical projects and initiatives being undertaken, ensuring consistency of strategy and governance achieving value for money. This will include organisation redesign, service design, business processes and practice. This is an instrumental and enabling role, positively supporting the objectives of Bournemouth University (BU), driving through changes required to underpin this.

Main Responsibilities

Strategic direction

1. Work with the Director of Strategy to create and maintain the portfolio(s) of change and appropriate governance framework and controls required to deliver our objectives, ensuring core Business as Usual (BAU) activities remain intact.
2. Lead and oversee all projects aligned with core BU objectives ensuring a strategic fit is maintained and delivered to agreed timeframes, cost and quality.
3. Understand and factor in the constraints and dependencies from across the University, facilitating strategic development, business planning and change.
4. Leverage knowledge and technical expertise to challenge assumptions, resistance to change and operating models to continuously ensure a resilient and effective environment.
5. Develop, shape, plan and manage the communications for programmes/ individual projects, ensuring that key messages are delivered appropriately and stakeholders are kept informed and involved.
6. Act as the first point of contact for new initiatives suggested by University colleagues and stakeholders,

including undertaking an initial feasibility assessment and evaluating potential benefit and value of suggestions.

7. Champion an empowering culture where transformation, innovation, creativity, accountability, sharing of good practice and change are integral parts of university life.

Programme Management

1. Lead and manage the Strategic Change function including the ongoing funding and budgetary control, optimising value for money from investments, demonstrated through the delivery of key results and performance metrics, aligned to organisation Key Performance Indicators (KPIs).
2. Secure appropriate sponsorship, commitment and buy-in to the programmes/ individual projects, ensuring that the vision is understood across all levels of the University and that resources and budget are made available for the programme delivery where required.
3. Ensure the relevant areas take an active role in the programme delivery and are held jointly accountable for its implementation.
4. Ensure programmes are scoped appropriately to cover both the technical and business changes required to deliver improvements.
5. Review programme proposals to ensure they are fit for purpose, amending where necessary.
6. Effectively communicate and manage project expectation to sponsors and stakeholders and ensure the senior leadership team is updated and briefed regularly on progress.
7. Recommend effective project resourcing models including internal, external and partnership options that allow BU to deliver to its strategic goals in the most efficient and cost-effective way.
8. Effectively manage end-to-end delivery of complex projects and initiatives.

Governance and Reporting

9. Provide governance and programme structure, including regular updates and reporting.
10. Manage issues and risks for the strategic programmes and ensure the issue reporting and escalation process is operating effectively.
11. Track delivery of benefits against the strategic goals of each programme / project and ensure mechanisms are in place to identify when any deviation starts to occur and ensure the appropriate corrective action Is taken.
12. Implement and oversee the project governance process.
13. Ensure the relevant working relationships are established with other professional services within BU so that the appropriate support is given by them as and when required to aid project delivery.
14. Ensure the appropriate project methodologies are applied to the delivery model, and the relevant structure and processes are in place, providing guidance and quality control.
15. Ensure where appropriate the relevant training and training material are in place when a project is implemented and moves to BAU, as necessary.
16. Ensure decision making points are clear and all changes follow an agreed process with sign-off at appropriate levels.
17. Ensure rigour and standards are applied across the team in reporting and governance activities as well as knowledge management.
18. Support areas and colleagues who are implementing programmes and ensure the relevant resource and budget is available for them to deliver their remit.
19. Ensure the relevant reporting processes are in place to monitor project progress and implementation, identifying where areas are behind and implementing corrective action if needed.

Methodology and Staffing

20. Establish and maintain programme document templates and standard processes
21. Maintain and develop best practice methods and techniques and ensure these are available to BU project teams
22. Lead problem solving and data driven decision making inclusive of process design, re-engineering, and target state modelling
23. Establish appropriate benchmarks and measurement mechanisms for key activities in order to monitor

progress and delivery.

24. Maintain the performance of those involved in project delivery providing guidance, coaching and support as required.
25. Define and manage the scope of projects, anticipating issues and proactively recommending solutions.
26. Perform root cause analysis to substantiate business problems, lead analysis to capture deficiencies and prioritise user demands.
27. Ensure the appropriately skilled staff are utilised in project delivery and, where required, recruit such personnel to assist in the implementation of the programmes.
28. Act as the BU Change lead and provide expertise and guidance to BU staff, faculties and support areas in all areas relating to the strategic programmes BU requires to be put into place.

Contacts

Type	Occurrence	Example
Internal:		
Director of Strategy	Regular (weekly)	Progress update, issues
UET	Regular (bimonthly)	Progress update, issues, budget, new initiatives, agreement of strategy as part of Strategy Implementation Board
EULT	Regular (daily)	Progress update, new initiatives, Project sponsorship
BU areas	Regular (weekly)	Project management, progress review, issue resolution
BU community	As required	General updates
External:		
Other HE Establishments	Regular	Review best practice across the sector, participate in conferences, general networking, knowledge exchange.
External suppliers	Regular	Progress review; commissioning; project resource; escalate issues
Professional Organisations As required	Regular	Understand changes in best practice, influence methodology, general networking

Challenges

- Need to be able to communicate effectively across all areas of the organisation and with a wide range of differing types of colleagues and seniority, demanding a high level of diplomacy and tact.
- Need to be a motivator and visionary.
- Must be able to break down any resistance to change.
- Must be determined in ensuring projects are delivered to specification.

Information Governance Responsibilities

Data User
i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Data Owner
ii. Ensure relevant Information Governance policies are enforced, and any issues are resolved or escalated to the University Leadership Team (ULT).
iii. Identify and manage data protection risks for their respective data.
iv. Determine and approve the usage / access / retention / destruction requirements.

Data Steward
v. Inspect, manager and monitor Information Governance compliance within their area.
vi. Identify and manage data protection risks for the data used within their team/function.
vii. Supervise what data is stored where, in what format and its quality throughout its lifecycle

through to its appropriate deletion/destruction.

viii. Ensure access is provided where there is a clear justification and removed when it is not required.

ix. Ensure appropriate safeguards are in place to protect data (e.g. physical and technical controls, and local processes and procedures are development, implemented, followed and regularly reviewed).

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

February 2026

Person Specification

Position /Job Title: Head of Strategic Change	**Position No**: POSN109475
Faculty/Service: Finance & Performance	**Date:** February 2026

SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Experience in translating proposed strategies and initiatives into delivery plans	E
Track record of successful delivery of large-scale change programmes (including delivery of savings and service improvements) in complex environments	E
Comprehensive knowledge of change, project and programme management principles and techniques including scoping and planning, resource management, controlling and managing risks, stakeholder engagement, and benefits realisation	E
Sound knowledge of the HE landscape	D
Extensive experience of managing change in a complex organisational structure	E
Significant experience and expert knowledge of project management approaches, e.g. PRINCE2/ AgilePM	E
Expert knowledge of project and planning tools and methods	E
Substantial experience of delivering measurable and visible improvements at an organisational level	
Extensive experience of effectively managing and implementing project governance and controls including reporting arrangements	E
Setting performance targets and tracking same	E
Experience of running and managing a successful transformation and / or change team	E
Relevant qualification and/or experience n project management and methodology	E
Knowledge of HR issues as they relate to change management and change environments	E
Skills	
High level strategic planner, manager and motivator with financial and operational analytical skills	E
Facilitator between areas, departments and individuals	E
Able to adapt communication styles to meet the needs of the relevant stakeholder	E
Highly developed interpersonal skills: ability to interact effectively with a range of stakeholders	E
Highly effective conflict resolution and negotiation skills	
Able to lead change across the organisation, and influence a wide range of colleagues up to Board level	E
Excellent problem solving and analytical skills	E
Exceptional communicator and presenter	E
Highly skilled in change management and programme coordination	E
Experience in dealing with internal and external stakeholders and suppliers in delivering projects	E
Knowledge of procurement and legal needs within HE	D
Good knowledge of IT systems and infrastructure	D
Attributes	
Excellent leader, able to develop strategy and work as a part of a cross-institutional team to drive improvement, while managing and developing consistently high-quality work	E
Self-motivator, able to motivate others	E
Adaptable and able to change direction as the need arises	E
Able to interact with staff at all levels	E
Able to recognise blockers and inhibitors and proactively deal with them diplomatically	E
Able to work proactively and independently	E
Task and goal orientated with a strong success drive	E
Grasps the bigger picture and adapts accordingly	E