

Position / Job Title: Business Change Manager

Ref: 816

Location/Building: Studland House – *expected to work at other BU locations as required*

Faculty/Professional Service: Office of the Vice-Chancellor

Group/Section: Strategic Change Team

Normal Hours per Week: 37.

Minimum of 2 days per week on BU Campus

Some flexibility will be required in order to ensure that key time scales and deadlines are met.

Grade: 7

Accountable to: Head of Strategic Change

Responsible for or supervises: None

Job Purpose

At Bournemouth University, we believe that to learn is to change. The BU2035 Delivery Team exists to help the University move confidently from strategic ambition to real, lasting change. We're helping to shape how the institution evolves over the next decade and beyond. As our new Business Change Manager, you'll help to ensure that the impact of change is understood, planned for and embedded into day-to-day operations.

This role sits within our BU2035 delivery function and focuses across a range of strategic initiatives, supporting leaders, managers and teams as they move from current ways of working to future state processes, systems and behaviours. Success will come from building strong relationships, understanding operational realities and helping people navigate change in a practical and sustainable way.

Enabling BU to perform and transform.

While currently an individual contributor role within the Strategic Change Team, there is an opportunity to shape how business change is delivered in the future and contribute to the development of a wider change function.

This role is not a project management job and requires a proven and specific change management skillset.

In your role, you'll be:

Supporting Business Readiness

- Develop and maintain business readiness plans with stakeholders, ensuring activities align with delivery milestones and operational priorities.
- Assess organisational readiness and provide recommendations on implementation readiness.
- Define and track readiness activities required before go-live including the creation of readiness checklists.
- Support operational teams through implementation and early adoption activities.

Coaching Leaders and Stakeholders

- Build trusted relationships with sponsors, leaders and managers at all levels of the organisation.
- Support and coach leaders in understanding their role in change and help them engage their teams effectively throughout the change journey.
- Facilitate stakeholder workshops and engagement activities.
- Act as a sounding board for managers dealing with the people impacts of change, helping them address resistance, uncertainty and competing priorities.

Bridging Delivery and Operations

- Act as the primary link between project teams and operational stakeholders.
- Represent operational perspectives within projects and programmes.
- Provide operational feedback to delivery teams and help resolve emerging issues.

Managing Change Impacts

- Conduct change impact assessments to identify how roles, processes, systems, behaviours and service delivery arrangements will be affected by change.
- Identify and manage risks associated with adoption, business readiness and operational transition.
- Work with stakeholders to develop practical mitigation plans that reduce disruption and improve the likelihood of successful implementation.
- Monitor organisational capacity for change and highlight areas requiring additional support.

Communications, Learning and Adoption

- Work alongside communications and project teams to ensure consistent and relevant messaging reaches affected audiences.
- Translate project outputs into practical actions for affected teams.
- Identify learning and support requirements and where required, develop supporting guidance and operational documentation.
- Measure adoption and gather feedback from users to understand whether changes are being embedded successfully.

Benefits and Continuous Improvement

- Work with the Portfolio Governance & Benefits Manage sponsors, operational leaders and project teams to track benefits realisation and ensure expected benefits remain visible throughout delivery and implementation.
- Track adoption measures and operational outcomes to understand whether change objectives are being achieved.

About you:

Essential

- PROSCI, APMG Change Management Practitioner or equivalent qualification.
 - Or willing to work towards
- Experience delivering business change in a complex organisation.
- Strong stakeholder engagement and relationship management skills.
- Experience assessing business readiness and supporting organisational change.
- Ability to coach leaders and managers through periods of change.
- Experience working alongside project, programme or portfolio delivery teams.
- Strong facilitation, communication and influencing skills.
- Ability to balance strategic objectives with operational realities.
- Experience managing competing priorities across multiple initiatives.

Desirable

- Experience of Agile, PRINCE2, MSP or equivalent delivery frameworks.
- Experience developing change capability within an organisation.
- Experience of benefits realisation and adoption measurement.

Organisational Structure:

- The role forms part of the BU2035 Delivery Team and reports to the Head of Strategic Change.

Contacts

Internal and external, including level

Type		
Internal:	Occurrence	Example
Programme or Project Board	Monthly	Plans, progress reporting, issue escalation, successes.
Sponsors / Leads	Weekly / Fortnightly	Coach and support sponsors in leading change within their areas. Discuss readiness, engagement, adoption risks and actions required to support successful implementation.
Portfolio Governance & Benefits Team	Monthly	Review adoption measures, benefits realisation progress and opportunities to improve outcomes following implementation.
Project Stakeholders	Regular (weekly)	Project updates, issue resolution and request resource and input.
Project Team	Regular (daily)	Ensure business impacts are understood, readiness activities are planned and operational feedback is incorporated into delivery plans.
Operational Leadership Teams	Weekly / Fortnightly	Assess change impacts, agree readiness activities, identify risks and support leaders in preparing teams for change.
BU Strategic Change Team	Regular (daily)	Collaborate on change activities across the portfolio. Share insight, risks, lessons learned and contribute to the development of change management standards and approaches.
Communications Teams		Develop and coordinate communication activities, key messages and engagement plans to support successful adoption.
Business Stakeholders	As required	Facilitate workshops, gather feedback, understand concerns and ensure stakeholders remain engaged throughout the change lifecycle.
External:		
Third-Party Suppliers and Implementation Partners	As required	Understand delivery timelines, assess business impacts and coordinate adoption, readiness and transition activities.
Consultants and Subject Matter Experts	As required	Obtain specialist advice, support change planning activities and share expertise to improve change outcomes.
Partner Institutions	As required	Stakeholder engagement, ascertain requirements.
Other HE Establishments	As required	Review best practice across the sector by using all available resources such as participating in conferences, general networking, utilising online resources.
Professional Organisations	As required	As part of an overall commitment to Continuing Professional Development, understand evolution within Best Practice and

		influence enhancements to BU's change management methodology.
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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 Steward

- I. Inspect, manager and monitor Information Governance compliance within their area.
- II. ii. Identify and manage data protection risks for the data used within their team/function.
- III. Supervise what data is stored where, in what format and its quality throughout its lifecycle through to its appropriate deletion/destruction.
- IV. Ensure access is provided where there is a clear justification and removed when it is not required.
- V. 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.

Person Specification

Position / Job Title: Business Change Manager	
Position No:	
Faculty / Service: Office of the Vice-Chancellor	
Date: 20 July 2026	
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Degree or equivalent qualification in a relevant subject or appropriate level of professional expertise.	E
Experience of delivering business change in a complex organisation.	E
Track record of successfully supporting the adoption and embedding of organisational change across multiple stakeholder groups.	E
Demonstrable experience of engaging and working with external suppliers / consultants as part of project delivery.	E
Experience of coaching leaders and managers through periods of change.	E
Experience of working alongside project, programme or portfolio delivery teams to support business readiness, stakeholder engagement and change adoption.	E
Experience of working in HE in a relevant senior role and detailed knowledge of the HE sector.	D
Skills	
Highly developed interpersonal, negotiation, influencing and communication skills: ability to interact effectively with a range of stakeholders including staff at all levels, students and external organisations.	E
Ability to translate strategic objectives and project outcomes into practical actions for operational teams.	E
Strong analytical skills; ability to evaluate complex issues often with incomplete information and to devise effective, workable solutions.	E
Strong planning, stakeholder engagement and communication skills, with the ability to coordinate multiple change activities simultaneously.	E
Ability to build trusted relationships, coach leaders and influence stakeholders without direct authority.	E
Strong facilitation skills, including workshops, readiness assessments and stakeholder engagement activities.	E
Excellent verbal and written communication skills.	E
Attributes	
Ability to work proactively and independently whilst contributing effectively as part of the team.	E
Demonstrable ability to handle a range of activities to tight and varied timescales, working flexibly under pressure.	E
Motivated to achieve the requirements and demands of the role.	E
Commitment to continuing professional development.	E
Commitment to delivering Service Excellence.	E
Positive attitude towards safeguarding.	E

