

Role and person profile

Post title:	Business Change Project Manager	Location:	Manchester
Division:	BSG	Department:	Change
Responsible to:	Head of Nexus Change	Responsible for:	n/a
Scale:	8		
Post No:	2840		

Section 1 – Accountabilities

Main role purpose

To oversee the delivery of the AQA Business Solutions Group (BSG) and Nexus Change Plan.

This plan has a number of change work-streams, including: the business transition for a major IT-enabled transformation programme (known as Nexus) to implement a new operational system that will be used by approximately 1500 employees and 35k external users; the design and delivery of an associated IT support model for the new operational system; and a cultural change programme for BSG.

The role of the Business Change Project Manager is to work with the Change team, Delivery teams, and BSG leadership and management teams to ensure that all activities in the overall Change Plan are delivered to time and quality. To track and report project delivery and progress. To identify and manage dependencies, risks and issues. To hold all project members to account for their areas of delivery within the Change Plan.

Key accountabilities

1. Develop, maintain and track progress of the AQA BSG and Nexus Change Plan, ensuring key milestones are identified and communicated to key stakeholders.
2. Work with the Change, Delivery and BSG leadership teams to ensure the delivery of key project milestones to time and quality, and within the Nexus transition budget.
3. Support the Change, Delivery and BSG leadership teams in developing a critical path of key activities, providing planning support and identifying and managing dependencies across the plans.
4. Manage the change risk log and associated reporting, working with work-stream leads to identify and mitigate risks accordingly.
5. Prepare regular RAG status reports and other reporting mechanisms as required for various stakeholders.

6. Deliver regular updates to all key stakeholders.
7. Participate in the strategic development of the AQA Change team.

Complexity/decision making

Required to analyse complex situations and issues, and manage multiple inter-dependent change-related activities driven by different programmes and stakeholder requirements. Work in a matrix-managed environment with competing change needs and drivers.

Section 2 – Key relationships

Key internal relationships:

- Head of Nexus Business Change
- AQA Change team
- Nexus delivery team
- BSG leadership and management teams
- AQA Operations leadership and management teams
- AQA People Group

Key external relationships:

- External specialists and consultants.

Section 3 – Person profile

Knowledge	Assessment
General understanding of the typical IT-enabled transformation programme environment	A/I/P
An excellent understanding of project methodologies and tools	A/I/P
Good understanding of change management methodologies	A/I/P
Qualification	
Desirable – degree level or equivalent experience	A
Desirable – project management qualification or equivalent experience	A
Desirable – change management qualification or equivalent experience	A/I
Skills	
Strong people management skills with the ability to inspire and motivate team members and other colleagues to meet deliverables and adhere to agreed processes and ways of working	I/P
Ability to work effectively across all levels of the organisation, leading by example to develop and maintain effective working relationships with a range of partners and stakeholders	I/P
Excellent communication skills including the ability to work collaboratively, negotiate, influence and provide constructive challenge	I/P
Able to solve problems and unblock challenges that may hinder project progress	I/P

Able to coach project members in sound project discipline without over burdensome project theory and models	I/P
Assertive and resilient to be able to challenge project members and stakeholders when they are not delivering on their accountabilities	I/P
Data savvy and able to analyse, interpret and report back complex information in a meaningful way	I/P
Ability to resolve problems and adapt to change in a fast-moving environment	I/P
Regularly displays courage and calmness under pressure; and actively encourages others to do the same	I/P
Experience	
Experience of working on IT-enabled transformation programmes	A/I/P
Experience of delivering business change programmes and projects	A/I/P
Experience of involvement in cultural change programmes	A/I/P
Experience of involvement in target operating model implementation programmes	A/I/P
Experience of working with IT departments.	A/I/P
AQA's Behaviour Framework which is assessed through the selection/probation process	
Assessment key (criteria to be assessed at the selection stage)	
A – application (it is essential to provide evidence on application for shortlisting purposes)	
I - interview	T – test (or work sample)
	P – probation