

**Post title: IT Transformation and Change Manager**

**Contract Type: 2 year Fixed Term (part time or full time considered)**

**Work Location: Hybrid but with regular office presence**

**Salary Range: - £40,000 to £50,000 Full Time (pro rata Part-time) Experience determined**

**Overview**

The National Extension College (NEC) is an educational charity and part of the Open School Trust. For over 60 years, we have delivered high-quality, flexible, tutor-supported distance learning across the UK. We are growing rapidly, supporting more students than ever before. As a charity, all surpluses are reinvested into improving resources, technology, and access to education. Our staff play a vital role in helping us widen access to life-changing learning.

**Job Purpose**

- Lead the implementation across IT and business transformation initiatives, with a strong focus on ERP and enterprise systems
- Drive consistent system adoption, addressing behavioural, capability, and engagement challenges
- Work with managers to redesign and embed fit-for-purpose processes
- Coordinate with partners and suppliers to ensure implementation is effective, delivery is on track to ensure timeframes are met, and expectations are managed
- Own stakeholder engagement, communication, and training to support sustainable change
- Establish clear governance, ownership, and accountability for process compliance
- Embed learning and support models so teams are equipped to operate core systems effectively
- Track adoption and usage, intervening where change is not understood or engagement is low, and course-correcting as required
- Support benchmarking and maturity assessments to inform future transformation priorities
- Provide reports to management and Trustees of the organisation as requested

**Job Responsibilities**

- To be responsible for implementation, ensuring that governance is defined and adhered to.
- Ensure systems flow and infrastructure documentation is gathered or created
- Coordinate key interfaces during transformation and change of existing processes, developing comprehensive change management plans, communication strategies and training initiatives.
- To co-ordinate the outputs of the Change Advisory Board (CAB) and to perform the role of Change Manager with delegated authority to approve changes that do not require escalation.
- Engage with stakeholders and manage expectations
- Carry out Risk Analysis and Impact Assessment on changes affecting business processes, and users. Ensure test plans are carried out to appropriate standards
- Conducting post-implementation follow-up of failed changes to ensure lessons learnt and identifying the need for Major Incident reviews

- Ensure that the review of all implementation instructions for technical feasibility and escalate potential implementation challenges
- Assign responsibility for change implementation to appropriate resources with IT Services
- Ensure that the change implementation schedule and instructions are completely understood by the implementation resources
- Review all implemented changes against their objectives
- Coordinate the scheduling of all changes to the live IT service environment as authorised
- Make sure user acceptance tests are completed and all defects addressed prior to changes being made to the live IT service environment.
- Assist in the development of orientation, training, performance support, and communication assets necessary for the change initiatives
- Work with IT lead, team managers and directors to implement effective solutions, define strategy and secure the digital capability of the organization.
- Undertake other duties and responsibilities as appropriate since all staff are expected to work flexibly within their skill level to respond to changing priorities and make sure that customer needs and business objectives are met.

### **Knowledge/Experience required**

- At least 3 years of proven experience in organisational change management, particularly within IT/technology projects.
- At least 3 years experience of IT and software business analysis, systems development or integration
- Proficiency in change methodologies (e.g., PROSCI/ADKAR) and project management tools (e.g., Jira, MS Project).
- Strong understanding of how systems, processes, and behaviours interact
- Strong stakeholder management, communication, and leadership skills.
- Experience with not for profit organisations
- Knowledge and experience with CRM systems
- Knowledge and experience with Cloud server e.g. AWS
- Knowledge and experience with LMS software applications

### **Qualifications**

- Graduate degree in Computer Science, Information Technology
- Professional certification ITIL/Service Management

### **Performance Measurement**

- Delivery of change programmes
- Delivery of projects
- Working within budget and meeting timescale objectives
- Work with IT staff and service teams to set and review objectives

Benefits: 23 days annual holiday plus bank holidays (with additional 4 days during Xmas shutdown); healthcare; pension; group life scheme; employee discount on NEC courses and other training and development opportunities.

Closing Date: 26 June 2026

### **How to Apply**

Please email your CV along with a covering statement to [helen.smith@nec.ac.uk](mailto:helen.smith@nec.ac.uk)