UNIVERSITY OF CAMBRIDGE

Athena SWAN Silver Award

Stonewall DIVERSITY CHAMPIONS

Business Transformation Manager
Department of Veterinary Medicine

Closing Date: 1st February 2022
Job Reference: PP29570

Business Transformation Manager

Grade:
8

Salary:
£37,467.00 - £50,296.00

Staff Group:
Academic Related

Contract:
Permanent

Location:
Cambridge

Department:
Veterinary Medicine

Working Pattern:
Full Time

Responsible to:
Hospital Managing Director

Purpose of the role

The Department is seeking to appoint a Business Transformation Manager who will be responsible under the direction and leadership of the Managing Director, for supporting and facilitating clinical operations, assessing progress towards planned growth and achieving measured improvements in business operations.

The successful applicant will act as change management expert and take the lead on transition management, ensuring that business as usual is maintained during the transition. The focus will be on the changes to business processes, systems and technology, job roles and organisation structures, while the primary responsibility will be creating and implementing change management strategies.

To ensure that changes are effectively integrated into the business operations and aligned with Continuous Improvement initiatives across the Hospital, you will also have a responsibility for ensuring that Quality Assurance is achieved through the incorporation of quality management systems, operating procedures and achieving quality assurance across all aspects of hospital business processes.

As directed by the Managing Director you would work with the Senior Management Team to advise senior colleagues and facilitating, co-ordinating and enabling a first-class veterinary referral hospital.

Key responsibilities

Change Manager

• To work with and alongside the Senior Management Team (SMT) in undertaking reviews and identifying possible solutions for a range of operational projects. This will include regular attendance, discussion and presentation at the Hospital Users Group and Clinical Advisory Group.
• To ensure systems and procedures are in place to maximise efficient and best practice and reduce waste within the Queens Veterinary School Hospital.
• As directed by the Managing Director, implement clinic strategies with the SMT. Have an overview of the clinic operations on a day-to-day basis.
• Advise senior colleagues and provide direct support and coaching to all levels of managers and supervisors as they help their direct reports through transitions. Act as change management lead and integrate change management activities into the business plan.
• Design and deliver the material used for presentations and for coaching others. Support the design, delivery, development and management of communications.
• Define and measure success metrics and monitor change progress. Manipulate data to produce performance indicators and identify trends. Assist in a systematic review of processes to remove duplication of tasks.
• Take ownership of allocated projects including the management of associated budgets and assist with setting up new contracts.
• Work with other areas in the Department (e.g. Finance, HR, IT and Facilities) to drive forward client care, including dealing with any client-related issues in conjunction with the Client Services Manager.
Quality Assurance Manager
• Draft, interpret and implement quality assurance standards, policies and procedures. Ensure that an effective document control system is in place and operational, including the quality manual and all procedures and records in addition to those that relate to training and health and safety. Responsible for ensuring that documented procedures for identification, collection, indexing, access, storage, maintenance, amendment and safe disposal of records are in place.
• Collect and compile statistical quality data, document internal audits and other quality assurance activities. Development and monitoring of key quality indicators, key performance indicators, audit schedules, business continuity plans, contingency plans and assess risks to the function of the Hospital or quality of the work and risk mitigation.
• Analyse data to identify areas for improvement in the quality system. Evaluate audit findings and develop, recommend and monitor appropriate corrective and preventative actions. Assure ongoing compliance with quality and industry regulatory requirements.

• Oversee implementation, development and co-ordination of quality processes as described in the Standard Operating Procedures. These include adherence to relevant professional standards and guidelines, and involvement with clinical governance issues and audit, as well as providing advice and being a focus for all issues relating to quality in the Hospital
• In accordance with the General Data Protection Regulations (GDPR) May 2018, ensure that the confidentiality of patient information is maintained at all times.

Person Specification

	Essential	Desirable
Education & Qualifications		
Education to degree level or equivalent experience	✓	
Business qualification/accountancy/ qualification		✓
Internal Quality Assurance (IQA) qualification		✓
Project Management qualification.		✓
Veterinary qualification		✓
Relevant experience		
Demonstrable experience of change management, budget-restrained projects, systems reviews and strategy development and implementation	✓	
Previous experience of operating at management level and/or advising senior managers and teams.	✓	
Experience of project management/systems reviews/business process re-engineering.	✓	
Proven experience of analysing complex information to come up with improvements/ recommendations.	✓	
Experience in a veterinary workplace would be an asset.		✓
Knowledge of RCVS guidelines.		✓
Interpersonal & communication skills		
Ability to work sensitively and influence others towards a common goal.	✓	
Ability to work under pressure and deliver targets.	✓	
Excellent communication and interpersonal skills.	✓	
Ability to clearly articulate messages to a variety of audiences.	✓	
Ability to self-manage workload.	✓	
Possess spreadsheet skills – data manipulation and produce templates.	✓	

Resilient and tenacious with a propensity to persevere	✓	

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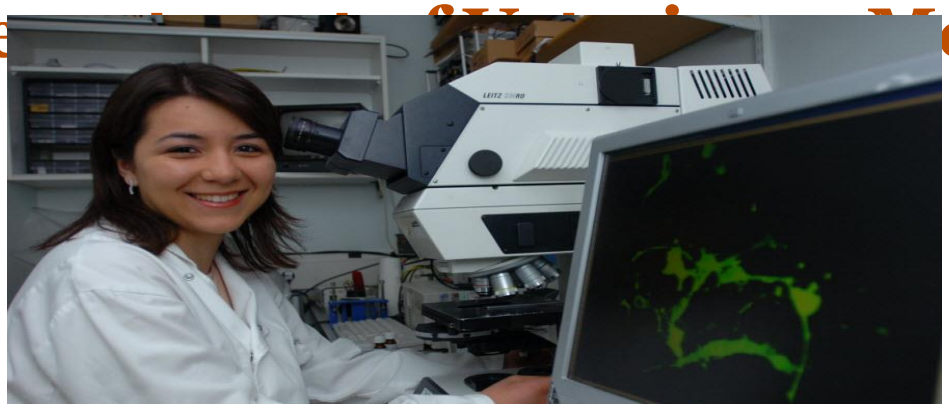


Mission statement

To deliver excellence in veterinary education and biomedical research, and to address the challenges to the health and welfare of animals, humans and the environment in the 21st century.

The Department of Veterinary Medicine is the Veterinary School of the University of Cambridge, the highest-rated research university in the United Kingdom, and one of the top five research universities in the world. The Department is part of the School of Biological Sciences (SBS), together with 8 other departments and 6 research institutes.

The Department provides an academic environment of the highest quality, within which world-class research and clinical teaching are performed. The fact that it is a constituent Department of the University of Cambridge enables excellent opportunities for collaboration with other world-class Departments and institutions within the University, amongst them the Clinical School at Addenbrooke's Hospital, the CRUK Cambridge Research Institute, and the Departments of Pathology, Zoology, Biochemistry, Genetics, Pharmacology, and Physiology, Development & Neuroscience, as well as with non-University institutions located in the Cambridge area, such as the Wellcome Trust Sanger Institute, the MRC Laboratory of Molecular Biology, the MRC Biostatistics Unit and the BBSRC Babraham Institute.

We have a national and international reputation for excellence in veterinary science and education, and recently ranked fourth in the world in the Top QS Universities ranking.

Our research encompasses basic and applied biomedical and veterinary/ clinical sciences ranging from the molecular to the population level and is configured into 3 research themes (Infection & Immunity, Disease Dynamics and Systems Pathology).

We have approximately 200 employees and 35 training scholars. The Department has approximately 65 veterinary clinical students and 40 PhD students per year. We aim to be internationally competitive in research, to foster collaborations with academia and industry, and to ensure that its undergraduate and postgraduate teaching and clinical work benefits from research excellence.

We put particular emphasis on research collaboration between the basic sciences and clinical research. This is promoted through a series of weekly seminar presentations attended by all research staff and clinicians in the Department, and by annual Departmental research days. We have a strong and varied seminar series which hosts many academic visitors from all over the world in many different disciplines.

School of Biological Sciences

The School of the Biological Sciences is one of the six Schools that are responsible for delivering teaching and research and the administration of those activities within the University. The School delivers internationally-leading research and teaching on animal, plant and microbial science at scales that range from the atomic, molecular and cellular through whole organisms to populations and communities. The research impacts on the pharmaceutical and biotechnological industries, on human and animal health and the clinic as well as in conservation, agriculture and the environment.

About the School

The School of the Biological Sciences employs around 2000 staff teaching over 4000 students (around 2000 undergraduates in the Natural Sciences, Medical Sciences and Veterinary Sciences and Psychological and Behavioural Sciences Triposes plus around 2000 postgraduates).

The School collaborates closely with the School of Clinical Medicine. The joint Graduate School of Life Sciences looks strategically at graduate provision and education across the two Schools and at the undergraduate level the Medical Education Committee oversees medical education.

The School is currently arranged in two Faculty Boards (Biology and Veterinary Medicine) which are divided into nine Departments: Biochemistry, Genetics, Pathology, Pharmacology, Physiology, Development and Neuroscience, Plant Sciences, Psychology and Zoology are part of the Faculty Board of Biology while Veterinary Medicine is part of the Faculty Board of Veterinary Medicine.

The School also contains five major interdisciplinary Institutes: Wellcome Trust / CRUK Gurdon Institute for Cancer and Development, Wellcome Trust / MRC Stem Cell Institute, Cambridge Systems Biology Centre, Cambridge Centre for Crop Science and the Sainsbury Laboratory for Plant Development. It has also incorporated the MRC Toxicology Unit, Leicester which will physically relocate to Cambridge in 2020.

The School is involved with several Strategic Research Initiatives including being a major player in the Cambridge Conservation Initiative. The School is associated with the Museum of Zoology and the Botanic Garden. Key officers of the School plus details of relevant Research Ethics Committee (Human Biology and Psychology) can be found on the School's website.

Athena SWAN

The Athena SWAN Charter was launched in June 2005 to recognise and reward commitment to advancing the careers of women working in higher education in science, technology, engineering, mathematics and medicine (STEMM).

The University of Cambridge was a founder member of Athena SWAN Charter and the University won its first award in the inaugural round of March 2006. Since then, the University has successfully renewed its Bronze Athena SWAN award in 2009 and 2012 and in 2014 achieved a Silver Athena SWAN award.

Many of the Departments in the School of Biological Sciences hold awards at Bronze or Silver level and the School continues to support the Athena SWAN process across all subjects.

Terms of Appointment

Location of Employer	Department of Veterinary Medicine, Madingley Road, Cambridge, CB3 OES
Working pattern	Full Time
Hours of work	There are no conditions relating to hours and times of work but you are expected to work such hours and days as are reasonably necessary for the proper performance of your duties. Your times of work should be agreed between you and your line manager.
Length of appointment	Appointment will be made on a permanent basis.
Probation period	Appointment will be subject to satisfactory completion of a 9 month probationary period.
Notice period	You will be required to give 12 weeks' notice of leaving employment.
Annual leave	Full time employees are entitled to annual paid leave of 6.6 weeks (or 33 days for those working full time) plus public holidays.
Pension eligibility	You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a defined benefits pension scheme. For further information please visit: www.pensions.admin.cam.ac.uk/.
Retirement age	The University does not operate a retirement age for unestablished academic-related staff.

General information

Pre-employment checks

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us.

If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration and health assessment

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form. The nature of this role means that the successful candidate will also need to undergo a health assessment.

Qualifications
The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References
Offers of appointment will be subject to the receipt of satisfactory references.

Use of car for business purposes
Employees who need to use their own car to travel in connection with their work will be asked to produce their driving licence and must be able to provide the Department with proof that they have insurance cover for business purposes.

Information if you have a disability
The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment.

Information for disabled applicants is available at http:// www.admin.cam.ac.uk/offices/hr/staff/ disabled/

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, Sue Slinger by email sls85@cam.ac.uk who is responsible for recruitment to this position.

The University

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.

About Us

The University is one of the world's leading academic centres.

It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £1.66 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds 400 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support.

The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching.

Our ideas and innovations have shaped the world. Our campaign, 'Dear World... Yours, Cambridge', will raise £2 billion to help us shape all our futures.

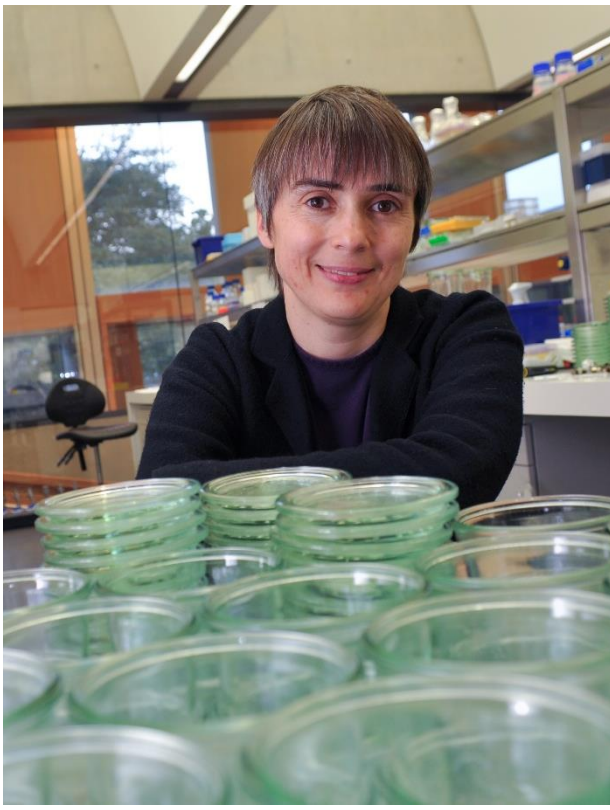
The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 11,000 staff from all walks of life and corners of the world.



The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels. Furthermore, the University's Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women. We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment. The University has signed up to the Race Equality Charter, a national framework for improving the representation, progression and success of minority ethnic staff and students within higher education.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away.

The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Further information about attractions in and around Cambridge can be found at Visit Cambridge, the official tourism website for the city.

What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work. The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.

CAMbens employee benefits
We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses. CAMbens Cars and CAMbens Cycle to Work salary sacrifice schemes are also available, which enable employees to save money on transport costs. A discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University.

Family-friendly policies
The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care. In addition, our highly regarded workplace nurseries, childcare vouchers, a childcare salary sacrifice scheme and a high quality holiday play scheme are available to help support University employees with caring responsibilities. The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: https://www.opda.cam.ac.uk/

Development opportunities
We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.

What Cambridge can offer

Pay and benefits
The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.

Your wellbeing
The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose. The University also hosts the Cambridge Science Festival and Cambridge Festival of Ideas, as well as Open Cambridge weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Equality & diversity
The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here:
http://www.equality.admin.cam.ac.uk/

Relocating to Cambridge
The University Accommodation Service exists to help employees in their search for a rental home in Cambridge. A new University development at North West Cambridge called Eddington offers subsidised rented accommodation to University staff. The development consists of high quality furnished one and two bedroom apartments. For more information about the development and how to apply please visit the website: www.nwcambridge.co.uk. The importance of helping individuals settle into a new area is also recognised by the University. The Shared Equity Scheme https://www.hr.admin.cam.ac.uk/pay-benefits/cambens-employee-benefits/financial/shared-equity-scheme provides financial assistance to qualifying new staff with the purchase of living accommodation, where they have to relocate to take up their appointment. Removal expenses are also available for qualifying new members of staff.

Whether it is understanding the molecular basis of neurodegenerative diseases, helping farmers in India increase their yield, or discovering better ways to live in large cities – I know that what we do in Cambridge affects lives, and livelihoods, the world over.

Vice Chancellor Emeritus, Professor Sir Leszek Borysiewicz, 2016

How to apply

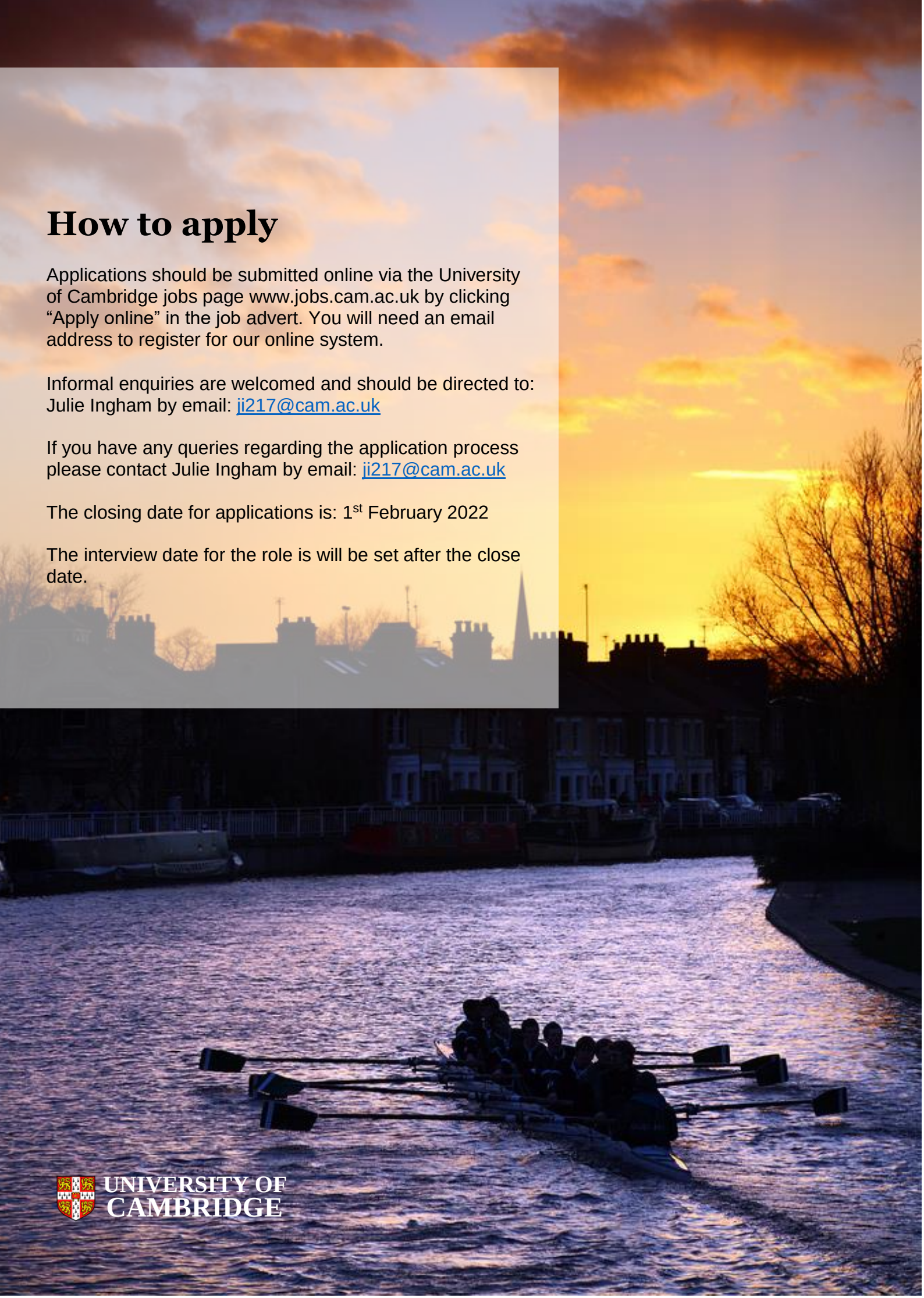
Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Informal enquiries are welcomed and should be directed to: Julie Ingham by email: ji217@cam.ac.uk

If you have any queries regarding the application process please contact Julie Ingham by email: ji217@cam.ac.uk

The closing date for applications is: 1st February 2022

The interview date for the role is will be set after the close date.



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