



**UNIVERSITY OF LINCOLN  
JOB DESCRIPTION**

<b>JOB TITLE</b>	Business Change Manager – KTP Associate				
<b>DEPARTMENT</b>	Streets Heaver Healthcare Computing				
<b>LOCATION</b>	The Point, Weaver Rd, Lincoln LN6 3QN				
<b>JOB NUMBER</b>	EL1185	<b>GRADE</b>	£26,000 – £30,000	<b>DATE</b>	October 2021
<b>REPORTS TO</b>	Operations Manager, Streets Heaver				

**CONTEXT**

Streets Heaver Healthcare Computing Ltd and the University of Lincoln have been successful in winning a government grant through the management Knowledge Transfer Partnership (mKTP) scheme. This mKTP received financial support from the UK government department for Business, Energy & Industrial Strategy (BEIS) through Innovate UK. This has created an exciting and innovative partnership opportunity between Streets Heaver Healthcare Computing and the Department of Management within the Lincoln International Business School (LIBS) at the University of Lincoln.

Streets Heaver (SH) is an innovation software systems business which has been supporting healthcare organisations for over 30 years. SH's focus has always been to go beyond immediate needs, and instead, concentrate on providing a future-proof solution, implementation, and support service to its customers. SH is a customer-centric company which constantly looks for new ways to innovate on behalf of their customers to meet their future needs. As a company they focus on employee development and growth allowing focus time in work hours to research and learn. They have created an open and honest culture of feedback with an agile working style.

LIBS is a leading Business School and part of the University of Lincoln named Modern University of the Year in The Times and Sunday Times Good University Guide 2021. LIBS combines undergraduate, post graduate and doctoral teaching with consultancy, highly rated research and knowledge transfer programmes. LIBS has three academic departments: Management; Accountancy Finance and Economics and Marketing and Tourism.

Management Knowledge Transfer Partnerships (mKTPs) aims to help businesses improve their efficiency and productivity through the better use of knowledge and expertise by specialist Academic teams in the UK's world class Knowledge Bases. It is designed to develop the skills and knowledge of future business leaders whilst embedding new knowledge, systems and processes in the host company. High calibre graduates are employed to work on specific projects of strategic importance to companies, whilst being supported by a dedicated University or College. All graduates spend around 10% of their time in training and development and a budget of £2K per project year is made available to the associate for this matter.

The mKTP associate will be based at Streets Heaver's offices and will have regular meetings and support from LIBS's supervisory team. The associate will benefit from mentoring from academic



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and professional supervisors as well as guidance and support from their mKTP advisor and the University of Lincoln's KTP Office.

The mKTP will provide an exciting opportunity which aims to meet the needs of a changing healthcare landscape in the UK and will help Street Heaver improve their organisational leadership and to achieve business improvement through increased creativity and employee engagement.

To find out more about Knowledge Transfer Partnerships please see <https://www.ktp-uk.org/mktp/>

#### **JOB PURPOSE**

During the mKTP it is envisaged that in collaboration with LIBS, SH plans to initiate changes to its organisational leadership which will lead to the launch of new products into the global healthcare market.

The Associate will design and develop a sustainable "learning" organisation framework that will facilitate decentralisation of decision-making within the business. Streets Heaver is a people-centric business, seeking to transform and disrupt its current organisation to benefit from the latest thinking in organisational development. A core part of the project, and one of its key innovations, will be to research, develop, and implement a series of performance indicators and measures – embedded in an "Innovation Development Framework" (IDF) – that the whole organisation can engage with to steer it to its strategic aims, noted above. This will ensure a permanent legacy of the mKTP built into the company's future operating 'DNA'. This role is a culture change project which involves developing a leadership development framework which will enable the company to be more agile and adaptive and able to innovate and generate more ideas.

The role will require the associate to quickly develop research and project management skills which will allow them to organise and facilitate workshops, analyse data (largely attitudinal surveys) and effectively convert findings into strategies for new.

## KEY RESPONSIBILITIES

- Taking overall responsibility for the delivery of the mKTP project objectives and convening and leading monthly mKTP meetings to discuss progress, targets and resources;
- Completing an audit of current organisational development and innovation (decision making, leadership styles, communication, involvement, feedback, project teams etc) practices at SH to include documentary analysis, participant observation, meetings, interviews and survey techniques;
- Reviewing the literature on learning organisations and contemporary leadership theory to inform the development of an Innovation Development Framework (IDF);
- Developing, testing and evaluating an IDF trial/prototype project at SH to include working the SH senior team to generate Key Performance Indicators (KPI's), training and mentoring a pilot team and delivering, evaluating and reporting to the SH senior team and KTP team the results;
- Developing a project plan, working with the SH senior team to develop clear KPI's, rolling out the final IDF across SH and evaluating the results;
- Completing the compulsory mKTP Associate training modules;
- Providing regular progress reports for presentation at mKTP team meetings and SH senior team and staff meetings and presenting results at relevant professional and academic conferences;
- Managing the budget associated with the mKTP Project;
- Adhering to all confidentiality, IPR, IIP, health and safety procedures etc., established within the Company and LIBS;
- Completing a final report quantifying the benefits that have been achieved prior to the agreed end of the KTP programme;
- Any other duties that may be reasonably assigned by the Knowledge Base Supervisor/ Company Supervisor.

**In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.**



### ADDITIONAL INFORMATION

- The associate will be expected to deliver occasional workshops relating to the project management and outcomes to students at LIBS.

#### Key working relationships/networks

Internal	External
<ul style="list-style-type: none"><li>• Streets Heaver senior managers and staff</li><li>• Lead Academic</li><li>• Academic Supervisor</li><li>• Other academics at LIBS/UoL</li><li>• University of Lincoln KTP Office</li><li>• University research and support staff and undergraduate and postgraduate students</li></ul>	<ul style="list-style-type: none"><li>• Relevant professional bodies</li><li>• Knowledge Transfer Adviser</li><li>• Other KTP Associates</li></ul>



UNIVERSITY OF LINCOLN  
PERSON SPECIFICATION

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<b>Selection Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>Where Evidenced Application (A) Interview (I) Presentation (P) References (R)</b>
<b>Qualifications:</b>		
Honours Degree in Business, Management or similar	E	A
Master's degree in Business, Management or similar	D	I
<b>Experience:</b>		
An awareness of complex stakeholder relationships	D	A
An awareness of the healthcare market	D	A
<b>Skills and Knowledge:</b>		
Ability to identify and implement appropriate research methods	E	I
Proven project management skills	E	A
Ability to design, implement and evaluate surveys	E	A
<b>Competencies and Personal Attributes:</b>		
Strong interpersonal skills with an ability to communicate and present to a variety of professionals at different levels	E	I, P
Self-motivated and well organised with the capability of taking the lead role and managing others	E	A, I, R
Ability to work independently and as part of a team	E	I, R
Good report writing and organisation skills	E	A
Good presentation skills	E	P
High level of problem solving skills	E	A, R
<b>Business Requirements:</b>		
UK Driving Licence or the ability to travel throughout the UK	E	A
Ability to facilitate workshops and lead training sessions	D	P

**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

<b>Author</b>	HD	<b>HRBA</b>	DB
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