

Helpdesk Report: Head of Business Change

by

Incomes Data Research

March 2022

This report has been produced by Incomes Data Research Limited as part of the ECC Labour Market and Pay Data Service.

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1. Introduction

This report has been prepared by Incomes Data Research (IDR) and, as requested, it provides market salary data for the following role(s):

- Head of Business Change

2. Market salary data

This section presents the market salary data. We aim to provide a minimum of three sources of information for each job to enable 'triangulation' of the results, and thereby provide the widest possible assessment of the market for this role.

2.1. Market data

The tables in the following sections provide the aggregate market salary for a full-time Head of Business Change.

2.1.1. NHS data

In this section we provide information on the salary range for the pay band likely to cover comparator jobs in the NHS. The NHS, with 1.2m staff is the largest employer in the UK and as such plays a key role in influencing the market for many non-medical roles, particularly in education, given the links between parts of higher education and the NHS.

Head of function roles in the NHS are typically employed on Band 8a or Band 8b, depending on the size of the trust. The current salary range is between £47,126 and £53,219 (Band 8a) and between £54,764 and £63,862 (Band 8b) a year outside of London and high-cost areas in the South East/South. Roles based in high-cost areas qualify for the following supplements:

- Inner London – 20% of basic salary, subject to a minimum payment of £4,608 and a maximum payment of £7,097;
- Outer London – 15% of basic salary, subject to a minimum payment of £3,898 and a maximum payment of £4,967;

- Fringe – 5% of basic salary, subject to a minimum payment of £1,066 and a maximum payment of £1,845.

2.1.2. IDR data

The following tables contain data from IDR Pay Benchmarker, our online database of salary information. This data has been collected by IDR directly from employers through surveys and bespoke data collection for the IDR Pay Benchmarker service.¹

Project Manager, whole economy, job level 8¹

Job level	Company count	Median	Average
National	14	£51,762	£52,791
London	9	£56,000	£54,536

Source: IDR Pay Benchmarker.

2.1.3. Recruitment data

The data in this section is based on analysis of recruitment salaries for a similar role(s). It is a guide to starting pay for these roles, and in some cases also provides a guide to the maximum that might be achieved.

Policy & Strategy, Change and Transformation

Job role	Range £pa	Typical £pa
Change/Transformation Manager	£45,000 - £80,000	£63,000

Source: Hay Salary Guide 2022.

¹ Refers to the IDR Job Level. These typically cover the following types of roles: 1 and 2, admin, support and manual roles; 3 and 4, secretarial and craft roles; 5 and 6, vocational and supervisory; 7 and 8, professional and managerial; 9, senior management; 10a and 10b, directors; 11, senior directors/chief executives.

2.1.4. Other data sources

Selection Criteria	Average
Change Manager, Central Government, London	£55,410

Source: Project Management Association salary survey, 2021

Change Manager, Rank 2

Selection Criteria	Lower Quartile	Median	Upper Quartile
National Range	£49,851	£58,648	£69,205
Public Administration	£48,854	£57,475	£67,821
London	£54,337	£63,926	£75,433

Source: Commercial survey

3. Job advertisements

This section details current comparable vacancies from our database of advertised positions.

3.1.Data and summary

Head of Business Change/Development - job advertisements

Reference ID	Organisation	Job title	Min £pa	Max £pa	Location
ID514	Norfolk County Council	Head of Business Development and Technology	£57,258	£64,113	East of England
ID515	King's College London	Head of Business Development	£56,848	£65,318	London

3.2.Job advertisements

The following pages present the job advertisements for the above vacancies.

Head of Business Development and Technology 75473 CHHE

Norfolk County Council
Norwich NR1
£57,258 - £64,113 a year - Full-time

Norfolk County Council

116 reviews

Read what people are saying about working here.

You must create an Indeed account before continuing to the company website to apply

Head of Business Development and Technology 75473 CHHE

County Hall, Norwich

£57,258 to £64,113 per annum

37 hours per week

Temporary contract/secondment opportunity to cover maternity leave

An exciting opportunity has arisen within Children's Services to lead our Business Development and Technology Service at a time when the organisation is changing, modernising, innovating and developing at a greater pace than ever before. We are looking for a dynamic, innovative and highly effective Head of Service who can lead the service over the next year and through a period which will see us defining and establishing the 'new normal' after Covid, becoming a truly flexible organisation, investing in new technology in Children's Services and continuing our comprehensive programme of improvement and transformation.

Being part of the Quality and Transformation directorate we are passionate about developing every facet of the organisation an ultimately becoming an outstanding service for children. This role and Service is integral to ensuring that the whole department benefits from the technology, infrastructure, working environment, ways of working and support services which will ultimately help them deliver for children. The role is expected to respond with creativity and agility to the needs of the department and be a driving force in the modernisation of how we deliver for children.

As the Head of the Business Development and Technology service you will inspire your teams to strive for the very best outcomes that support teams deliver their work. At the core of the service is to support teams to operate more efficiently and adapt to changing needs, providing exceptional customer service.

You will be the ambassador of innovation and modernisation for the department, pushing the boundaries of technology that is used by both staff and families to support their differing needs. Creating a more productive, collaborative, and mobile workforce whilst empowering families to be more resilient.

The position available is a maternity cover for our existing Head of Service. However, unlike many interim posts, we are not looking to simply cover the existing arrangements - instead we want someone who can come in and have an impact and help us change, adapt and work differently and really progress the Department. The role has many facets and we are open to candidates with a range of different skillsets - you might be a technology expert, have a children's services operational background, a skilled project manager, a property expert or just a dynamic and efficient individual with a passion for working for children. To find the right candidate we would want to model the flexibility we aspire to and would be open to candidates who want to work flexibly and to secondment arrangements

For an informal discussion regarding this opportunity please contact James Wilson: Director of Quality and Transformation on 01603 729225 or 01603 217750.

Closing date: 30 January 2022

Interviews will take place on the mornings of 4 and 7 February 2022 via video technology, where you will have the opportunity to discuss these working arrangements.

Job Type: Full-time

Salary: £57,258.00-£64,113.00 per year

Schedule:



Head of Business Development

KING'S PROFESSIONAL & EXECUTIVE DEV

ADMINISTRATIVE

FUNDRAISING AND ALUMNI

PR, MARKETING, SALES AND COMMUNICATION

UNIVERSITY / RESEARCH ADMINISTRATION JOBS

📍 London, Strand Campus

OVERVIEW

📅 **Posted on:** 11th Feb 2022

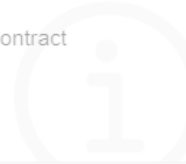
💰 **Salary:** £56,848 - £65,318 per annum including London Weighting Allowance

📄 **REF:** 041273

📅 **Closes:** 06th March 2022

👤 **Contract Type:** Fixed-Term/Contract

🕒 **Hours:** Full Time



Job Description

Professional Education at King's is integral to the lifelong learning portfolio of the new School for Professional and Continuing Education (PACE). As part of the strategy refresh at King's, we are looking at the size and shape of Professional Education as we develop our ambition in this area.

Working with the Director of Professional Education as part of the King's Professional and Executive Development (KPED) team, the postholder will develop and manage the Business Development function of the unit. This role will be responsible for developing a robust pipeline for Professional Education at King's, working closely with the Heads of other functions for the wider School of Continuing and Professional Education and with King's nine faculties.

This post will also have its own business development portfolio, working with the Business Development Manager (Arts and Sciences) and Business Development Manager (Health) to ensure our ability to meet growing demand, and will over time work across a range of different sectors. The post will line manage the two Business Development Managers and be supported by the wider team

The postholder will be responsible for leading the development of a strategic portfolio of high-quality Professional Education programmes, partnering with faculties and enabling ambitious third-stream income targets. The diverse portfolio will include open enrolment and customised Continuing Professional Development (CPD) and Executive Education programmes. These domestic and international programmes will be delivered via online, blended, or face-to-face learning.

The role is primarily based at King's Strand Campus, though you may be required to travel to other locations on occasion. As part of King's trial of hybrid working, all team members can work remotely for part of the week if they wish.

The post holder will primarily be office based but will need to travel for meetings, between campuses and also be prepared to attend events in the evening/at weekends as and when required. Some national or international travel may be required.

About King's Professional and Executive Development (KPED)

KPED is charged with developing and professionalising the College's CPD and Executive Education offer and works with all faculties to create, manage, support, and promote the portfolio via a Hub and Spoke operating model. KPED seeks to create effective mechanisms to enable such activity at King's to be run efficiently, at a profit and to create a brand that is acknowledged to be excellent.

We are a small, dynamic team with ambitious growth targets in an exciting area of development for King's.

About the School of Professional and Continuing Education

The School of Professional and Continuing Education (PACE) is a new, cross-cutting Function designed to widen the educational reach of King's. It brings together five existing areas: King's Foundations, Summer Programmes, Modern Language Centre, King's Online and King's Professional and Executive Development. Each of these areas are well established, respected and recognised within and beyond the King's community. Utilising this success as a springboard, PACE has been established to provide a clear platform to enable greater and more seamless collaboration with colleagues in Faculties, enabling, developing, and delivering a wider view of education across the College, delivered on campus, online and via blended approaches. The Function will support King's in this area, particularly around educational innovation, and transformational learning experiences for different groups of students at different learning moments whilst also addressing current structural barriers to growth each area faces.

Our vision is to work collaboratively with Faculties to develop and deliver King's ambitions in expanding learning opportunities across the education spectrum. By expanding what education means at King's, PACE will offer a joined-up approach to facilitating a broader King's education experience to individual learners, public and private sector groups, and partners, both in the UK and internationally.

This is a full-time, fixed-term post, initially for 12 months – 100% full time equivalent

Key responsibilities

BUSINESS DEVELOPMENT

- Maintain and further develop a systemic approach to pipeline management and development for Professional Education custom programmes.
- Work with Director of Professional Education and Business Development Managers to ensure business plans align with faculty plans and target sectors in order to develop the King's Professional Education programme portfolio.
- Actively scope new custom opportunities for CPD, Executive Education and Education Consultancy Projects through, for example, sales pitches, responding to RFPs, PQQs and ITTs, and creating or nurturing partnerships with other HEIs, professional bodies and commercial companies/public sector organisations.
- Broker new partnerships including in-country overseas opportunities.
- Evaluate new custom programme proposals from academics and practitioners; undertaking research and proposing new course/programme proposals to prospective clients.
- Facilitate academic and client exchange to develop bespoke innovative programmes.
- Assist the Head of Portfolio and Learning Design in the development of the open enrolment portfolio.
- Drive marketing and communications to promote programmes and the work of King's Professional and Executive Development to internal and external audiences.

- Manage individual business development custom pipeline as well as providing 'surge support' to Business Development Manager (Health) and Business Development Managers (Arts and Sciences) at times of peak demand.

LEADERSHIP AND MANAGEMENT

- Leadership of the Business Development Team
- Direct Line Management of the Business Development Managers
- Membership of the KPED Senior Leadership Team
- Accountability for progress against the business case and annual operating plans/targets for KPED

INTERNAL LIAISON AND COMMUNICATION

- Nurture internal relationships, developing and maintaining relationships with senior management, influencers and stakeholder across the university
- Work closely with systems owners and working groups to ensure KPED's needs are aligned with common practice and vision statements
- Adopt and develop a continuous improvement approach to Business Development and Professional Education

EXTERNAL LIAISON AND COMMUNICATION

- Develop and manage relationships and connectivity to corporate decision makers, enabling the University to understand market trends and the current and future needs of potential business partners.
- Work with the Head of Portfolio and Learning Design to contribute and identify key marketing and communication messaging across hard and digital media
- Identify and commission market insight/market intelligence for portfolio development
- Develop a public presence in the industry and network at a senior level through a variety of B2B business development and networking activities, serving as a conduit for intelligence and learning in both directions.

PEOPLE AND CULTURE

- Contribute to and promote a culture of continuous development
- Act as mentor and guide to Business Development and wider KPED teams
- Provide leadership in a manner consistent with King's Guiding Principles

The above list of responsibilities may not be exhaustive, and the post holder will be required to undertake such tasks and responsibilities as may reasonably be expected within the scope and grading of the post.

Skills, knowledge, and experience

Essential Criteria

- Undergraduate degree or equivalent experience
- Knowledge and understanding of the Professional Education marketplace and current trends
- Experience of collaboratively designing and developing Professional Education programmes
- Proven experience of business development and generating new leads, ideally in a UK or international education environment.
- Strong commercial awareness and financial planning skills
- Knowledge of contracts, intellectual property and other commercial considerations
- Proven line management skills
- Proven influencing and negotiation skills across a diverse range of stakeholders and situations
- Strong communication skills, written and verbal.
- Analysis and use of data to evidence, anticipate and meet the Professional Education needs of emerging markets, matching this to the strengths of the institution.
- Knowledge and understanding of Higher Education and relevant quality assurance processes
- Excellent IT skills across the MS Office Suite
- Self-starting, entrepreneurial, inquisitive and resilient
- Thorough with high levels of attention to detail
- Collaborative, proactive and committed to diversity and inclusion

Desirable Criteria

- Postgraduate or professional qualification
- Ability to work with both public and private sector client base
- Use of project management software/tools
- Use of CRM
- Change management and systems integration

Further Information

For more information about KPED, go to King's Professional & Executive Development.