

## Implementation Co-ordinators

Implementation Co-ordinators (ICs) play a crucial role in the ongoing implementation of the EUCLID Project, with responsibility for driving change amongst colleagues. Acting as the primary link between the EUCLID Project team and Schools, College Offices and Support Services, the ICs are key to the success of the project.

### As an IC your high level responsibilities are:

- To advocate the EUCLID Project amongst your colleagues. By this we mean standing firm in your support of the project during both highs and lows, making sure that you project a positive attitude to the rest of the staff in your area, and that any concerns or issues are discussed directly with the EUCLID team.
- To work with the EUCLID Project team to develop and implement communications and training plans for your teams covering changes to the processes that people follow and using the new system.
- To provide updates and support to your colleagues and feedback on progress, issues and successes to the EUCLID Project team.

### IC and EUCLID Project team contract

What the ICs will provide	What the EUCLID Project team will provide
<ul style="list-style-type: none"> <li>• Input from teams and provision of information regarding contacts across the University, pointing out the best people to engage with</li> <li>• Active influencing of key stakeholders in your area</li> <li>• Participation in regular IC meetings and events</li> <li>• Timely and constructive feedback on plans, processes and ideas</li> <li>• Advice on communications and training plans based on the needs of your area</li> <li>• Support for any necessary reallocation of duties within your teams, making arrangements to implement change</li> <li>• An understanding of current processes and what impact any changes will have</li> <li>• Opportunities for improvements to processes</li> <li>• Regular updates to teams on progress, issues and successes</li> <li>• Nominate testers from your area. Ensure the right people are involved in the right activities during the different stages</li> </ul>	<ul style="list-style-type: none"> <li>• <u>Regular updates/briefings:</u> <ol style="list-style-type: none"> <li>1. Website will be the main means of communication</li> <li>2. E-Bulletin – monthly</li> <li>3. Face to face meetings</li> <li>4. Tailored e-mails</li> <li>5. Main points of IC Network meetings to be shared afterwards</li> <li>6. 90 Day Calendar</li> </ol> </li> <li>• Guidance on supporting and facilitating change in your area</li> <li>• Advance viewing of demos, a variety of training materials, the software and any EUCLID related documentation</li> <li>• Support in developing and implementing communications and training plans</li> <li>• Training on the new system using a variety of techniques</li> <li>• Opportunities to network and share ideas/experiences</li> <li>• Clarity of changes to business processes and what they mean in practice</li> <li>• Linkage to HR to provide guidance on changes to responsibilities</li> <li>• Hold regular meetings with you to support you in your role</li> <li>• Help with the arrangement and facilitation of Change Workshops within your area</li> </ul>

### **Why take on this role?**

- Increase your profile within your School, College and the wider University community
- Build your network across the University
- Have first hand knowledge of the EUCLID Project plans
- Have the opportunity to represent your area in influencing the development and implementation the EUCLID Project
- Further develop your skills and experience in implementing change within and across teams
- Recognition from your manager that you have taken on an additional role that will benefit you, your team and the University.

### **To be successful in this role, you will:**

- Have strong communication skills
- Feel confident in representing the views of your team
- Be proactive in contributing ideas and looking for opportunities for improvement
- Have a good understanding of current processes
- Be comfortable challenging people on how they currently do their jobs
- Be constructive & realistic in your attitude to championing the project
- Have the support of your line manager and team

### **ICs not directly driving change:**

It has been noted that some ICs do not feel they should be closely involved in every step of the implementation of EUCLID. This is either because their role in the University does not involve driving change or because they are mainly involved in very specific areas. In the cases where there is more than one IC in their area, it is possible for each IC to cover the areas they are more familiar with. However it is very important to be kept informed about the overall progress in every stage. For ICs who are the only ones in their area, the tailored communications will give a good indication about the relevance during the different phases.