Job Description

Job title	Application Risk and Change Manager	Grade	B
Department	IT		
Responsible to	IT Manager		
Revision Date	December 2025		

Organisation Context

The Institute of Physics (IOP) is the national society for the discipline of physics in the UK and Ireland. As well as being a learned society, we are also the professional body for members based in the UK, Ireland, and overseas.

We are a professional, modern, and ambitious organisation seeking to unlock the potential of physics and physicists nationally and internationally. Our purpose is to promote the advancement and dissemination of knowledge and learning in pure and applied physics for the benefit of all. We do this by building a thriving and diverse physics workforce, raising standards, supporting careers, and addressing barriers.

We demonstrate the importance, relevance, and impact of physics in everyday life and the role it plays in addressing society's major societal, economic, and environmental challenges. We influence change, actively engage in public and government dialogue, improving the quality of debate, informing policy, and influencing funding strategies. Above all, we are pioneering. We foster a sense of community amongst employees, members, volunteers, and people with an interest in physics, providing a platform and a voice for ideas to be heard and creating an environment which enables game-changing innovation.

Our organisational values are at the heart of IOP and provide the foundations to empower us all to lead cultural change, deliver high performance across the organisation, and enable us to promote advancements and learning in pure and applied physics for the benefit of all.

Our 2024–2029 strategy, titled "Physics for our Future," focuses on three key priorities: addressing the skills shortage and expanding opportunities in physics education and careers; strengthening physics across science, research, innovation, and technology; and exploring and communicating the social and economic benefits of physics to ensure they are widely understood. The strategy emphasises collaboration within the physics community, inclusivity, and diversity, aiming to make physics accessible and welcoming to all. It also highlights the central role of IOP Publishing in supporting the organisation's mission, with profits directed towards public benefit and scientific advancement.

Purpose of the Role and Accountabilities

The Applications Risk and Change Manager is responsible for overseeing all stages of change related to the IOP's software applications, with a particular emphasis on identifying, assessing, and mitigating associated risks. This oversight includes coordinating change requests, leading risk assessments for new or updated software deployments, conducting compliance audits, and ensuring ongoing adherence to regulatory standards.

The role also involves monitoring and evaluating the effectiveness of application controls, documenting change processes, and ensuring that any updates are implemented with minimal disruption to IOP operations.

This individual will take a proactive lead in managing the IOP software environment across all directorates by evaluating, reviewing compliance and security for over 60 cloud services, and implementing appropriate controls and governance for IOP data sources. Typical responsibilities include collaborating with stakeholders to understand business requirements, facilitating communication between technical teams and business units, and ensuring that strategic and operational objectives are met.

The Applications Risk and Change Manager works closely with business units and IT teams to align application changes with organisational goals, ensuring that solutions are both effective and secure, and that business needs are prioritised throughout the change process.

Contribution to Governance

While formal governance responsibilities rest with the Executive Team and Heads effective governance is supported by contributions from colleagues at all levels of the organisation.

These contributions are essential to ensuring transparency, accountability, and the successful implementation of strategic objectives.

Colleagues may contribute to governance in the following ways:

Providing accurate and timely information
Colleagues play a key role in ensuring that decision-makers have access to relevant, up-to-date, and accurate information to support informed governance and oversight.

Implementing policies and procedures
By embedding organisational policies into daily operations, colleagues help ensure that strategic decisions are translated into consistent and compliant practice.

Supporting compliance and risk management
Colleagues contribute to the identification, reporting, and mitigation of risks, and help maintain compliance with legal and regulatory standards.

Participating in working groups or advisory panels
Colleagues may be invited to contribute their expertise and perspectives through participation in internal committees, project groups, or advisory forums that inform governance decisions.

These contributions reflect a shared commitment to good governance and help foster a culture of integrity, accountability, and continuous improvement across IOP.

Ways of Working

At IOP, we are committed to fostering a collaborative, inclusive and impact driven working environment.

All colleagues are expected to:

Work collaboratively across teams and functions to deliver shared goals and contribute to a culture of transparency and mutual support.

Demonstrate integrity by being a good corporate citizen, ensuring that work is evidence based, impartial and aligned with IOPs strategic priorities.
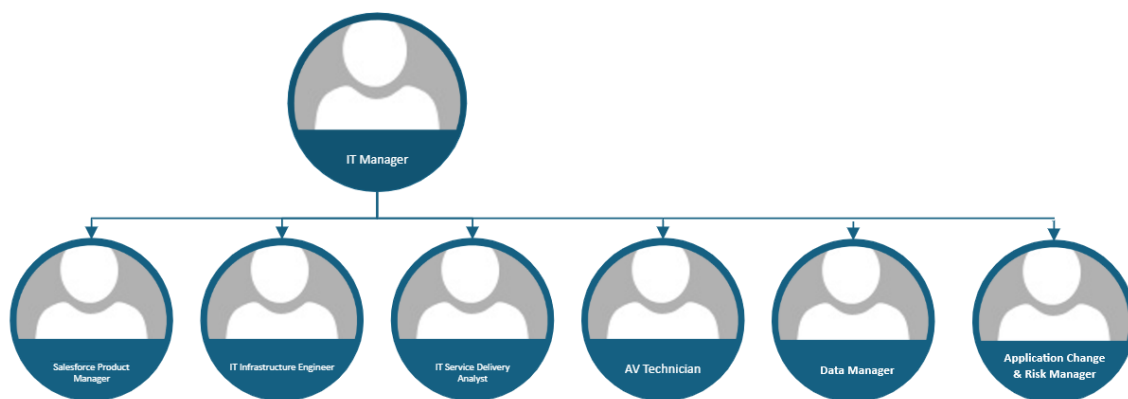
Champion diversity and inclusion, actively contributing to an environment where everyone feels respected, valued and able to thrive.

Engage constructively with stakeholders, to promote the value and impact of physics.

Embrace flexibility and innovation, adapting to change and seek continuous improvement in how we work and deliver services.

Take ownership and accountability for individual and team outcomes, upholding high standards or professionalism and conduct

Organisational chart

IT Manager

Salesforce Product Manager | IT Infrastructure Engineer | IT Service Delivery Analyst | AV Technician | Data Manager | Application Change & Risk Manager

The Institute of Physics is an open and inclusive organisation that welcomes and celebrates diversity.

Main responsibilities of the role

	Risk Assessment and Mitigation: Identify potential risks (operational, security, compliance, etc.) associated with existing and proposed applications. Develop, manage and implement strategies and contingency plans to mitigate risks.
	Change Planning and Strategy: Develop detailed change management plans that align with business objectives and outline necessary steps for successful implementation.

	Process Management & Governance: Design and implement standardised change management processes and workflows. This role will be a member of the IOP Group Change Advisory Board (CAB) meetings to review and authorise changes. Manage the review of 60+ existing applications in use, to ensure they meet modern standards. Ensure that tendering for applications is compliant with IOP group procurement standards.
	Stakeholder Communication & Engagement: Serve as the bridge between technical teams and business users. They communicate change impacts, schedules, and benefits to all stakeholders, managing expectations and addressing resistance to change. Assist stakeholders define scope of requirements for re-tendering of services.
	Monitoring and Evaluation: Track the progress and performance of implemented changes using defined Key Performance Indicators (KPIs) and metrics. Conduct post-implementation reviews to ensure desired outcomes are achieved and processes are continuously improved. Compliance and Documentation: Ensure all changes adhere to relevant laws, industry standards (like ITIL, ISO 27001), and internal policies. Maintain detailed audit trails and documentation for compliance purposes.
	Training and Support: Coordinate or provide necessary training and resources to help employees and end-users adapt to new systems or processes.
	Identify, assess and manage risks and threats to the IOP, its programmes and projects within their specialism.
	Encourage best practice in managing, following and promoting IOP EDI standards through their work, interaction with colleagues, stakeholders and members.

Person Specification

We are looking for someone who...
For non-leadership roles please apply the below **Creativity and Thought Leadership** Demonstrates the ability to apply clear insight and creative thinking to complex challenges. Uses analytical skills and evidence-based reasoning to contribute innovative ideas and solutions. Offers intellectual input that supports the development of projects, programmes, and team initiatives. **Communication** Communicates effectively through clear, concise, and engaging written and verbal communication. Presents ideas with clarity and impact and actively listens to others to ensure mutual understanding. Engages constructively with colleagues and stakeholders to support collaborative working.

Priority Awareness

Effectively manages personal workload in alignment with team and organisational priorities. Demonstrates sound judgement in identifying what is most important and takes proactive steps to address potential barriers to progress.

Planning and Organisation

Plans and organises work efficiently, setting clear objectives and timelines. Anticipates potential challenges and adapts plans accordingly. Monitors progress and evaluate outcomes to support continuous improvement and delivery of high-quality results.

Collaboration and Delegation Support

Works collaboratively with colleagues, contributing to shared goals and supporting the delegation of tasks where appropriate. Demonstrates a strong sense of shared responsibility and is proactive in offering support to others

Responsibility and Accountability

Takes ownership of individual responsibilities and understands their contribution to wider organisational objectives. Demonstrates a commitment to accountability, transparency, and risk awareness in all aspects of work. Escalating where appropriate.

Work Quality and Impact

Delivers consistently high-quality work by setting clear goals, monitoring progress, and incorporating feedback. Strives for continuous improvement and contributes to the overall effectiveness of the team.

Team Contribution and Motivation

Fosters a positive and inclusive working environment. Recognises and values the contributions of others, encourages collaboration, and supports a culture of openness, respect, and shared success.

Experience this person should have is…

Role-specific experience

- Ability to identify, assess, and mitigate risks across IT applications and projects.
- Implement structured change processes, including impact analysis, stakeholder engagement, and communication planning.
- Understanding of IT systems, application lifecycle, and integration points to evaluate change implications.
- Familiarity with GDPR, cybersecurity standards, and organisational governance frameworks.
- Assess risk scenarios, prioritise actions, and make informed recommendations.
- Manage timelines, dependencies, and ensure smooth delivery of application changes.
- Engage stakeholders, resolve conflicts, and drive adoption of change initiatives.

- Experience in turning business needs and desires into Requests for Proposal.
- Taking ownership of tendering for software solutions.
  Align change initiatives with organisational goals and IT strategy.
- Knowledge of ITIL framework, configuration management, testing, and deployment processes.
- Ability to use frameworks like Six Sigma or Agile for risk mitigation.
- Strong collaboration, negotiation, and leadership capabilities.
- Track KPIs for change success and risk reduction.

Skills this person requires are…

- Analytical and Problem-Solving Skills: The ability to analyse complex data sets, identify trends, assess potential impacts, and develop innovative solutions to problems.

- Risk Management Expertise: In-depth knowledge of risk assessment methodologies and tools, with experience in developing and implementing risk mitigation strategies.

- Communication and Leadership: Strong verbal and written communication skills to articulate complex technical concepts to diverse audiences and lead teams through transitions.

- Technical Acumen: A solid understanding of application architecture, systems integration, and relevant technologies (e.g., cloud platforms).

- Project Management Knowledge: Familiarity with project management methodologies to manage change initiatives effectively.

- The Applications Risk and Change Manager role is crucial for the IOP as it undergoes data transformation, as it balances the need for agility and innovation with stability and control, ultimately driving successful outcomes.

Other desirable skills:

- Communication
- Problem-solving
- Project coordination
- Stakeholder engagement
- Digital literacy

Qualifications this person requires are…

We are actively seeking candidates who can demonstrate that they have the experience and skills to fulfil this challenging role, we do not seek specific qualifications or years of experience, however a customer focus, curiosity, values and a fresh perspective will be considered.

Qualifications are desirable but not mandatory, they would demonstrate skills and knowledge applicable to this role: Certifications such as ITIL, Certified Change Management Professional (CCMP), or Risk Management certifications (e.g., CRM).