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**Abstract**

Implementing change in higher education is complex and challenging and its results are difficult to measure. This article will argue that university senior management can make change happen but it is rarely straightforward and never easy. It reviews the ways in which leaders aiming to enhance practice can implement enhancement activities, providing examples from the point of view of a senior manager working in a large United Kingdom metropolitan university that was experiencing a number of challenges requiring immediate action. (HRK / Abstract übernommen)