

JOB SUMMARY

Post Title	<i>Business Change Manager</i>						
Job Family	<i>Business Support</i>	Pay Range	12	Line Manager to others?	Yes	Role profile ref	50065435
Service Area	<i>Children's Services</i>						
Line Manager	<i>Ian Thompson Transformation manager</i>						
Location	<i>County Hall + Agile working</i>						

Job Purpose

The purpose of the role is to lead the change workstream to ensure that the service is change ready and then successfully adopts and embraces the changes to working practices that stem from the configuration and implementation of the new IT system.

The post holder will also be responsible for providing programme assurance information through the normal governance arrangements so that the programme steering group is kept informed of progress, risks and issues in a timely manner.

To provide support to services to assist them in the delivery of continuous improvement required as part of the Council's Corporate Plan and as set out in the Transformation Programme or as directed by the Transformation Manager.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Provide leadership and project management of the workstream and ensure that it is aligned fully with the objectives of the programme and other interdependent programmes, including the Department's Transformation Programme.
- Develop a clear and agreed understanding of the service's change & transformation requirements and produce documented workstream proposals and plans that show how the workstream will meet those requirements.
- Analyse information and data to provide compelling evidence (visually or qualitatively) that supports problem solving and decision-making.
- Produce and deliver reports and presentations that communicate a compelling case for change, as well as progress against the milestone and expected benefits.
- Build strong business relationships with key programme and departmental stakeholders, as well as others across the Council, including IT.
- Work with programme team and other stakeholders to produce and deliver the workstream outputs and outcomes in line with agreed time, cost and quality constraints, including change readiness assessments, communications, engagement and training delivery plans
- Provide subject matter expert advice and support to setting-up and delivery of change management activities, including but not limited to workshop facilitation and the principle of co-production.
- Routinely produce and maintain programme/workstream control documentation to the required quality and format for the different audiences, including highlight reports and other reports as required that ensure progress against milestones, risks and issues are understood.
- Attend and participate in key programme governance meetings/forums.
- Provide advice and support to programme and workstream leads to establish and utilise best practice change management standards/methods

Knowledge, Skills and Experience

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	<i>To have a record of delivery under the restriction of frequently changing priorities. This should extend to overseeing the coordinate the workloads of others.</i>	Y	
Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure.	<i>Show flexibility in working hours and locations to ensure that deadlines are met even in periods of great demand which may require you to work additional hours.</i>	Y	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to degree level or equivalent standard/experience in a relevant subject	<i>Level 6: Subjects should be one of the following list or similar:-</i> <ul style="list-style-type: none"> • <i>Business Management,</i> • <i>Science,</i> • <i>Information Technology,</i> • <i>Economics</i> <i>Or able to demonstrate equivalent professional experience</i>	Y	
Relevant professional / vocational qualification.	<i>To currently hold a Recognised Project Management qualification</i> <i>To hold or be working towards the following or equivalent experience:-</i> <ul style="list-style-type: none"> • <i>Recognised Programme Management qualifications</i> • <i>Better Business Cases</i> • <i>LEAN Systems qualification</i> 	Y	Y
Evidence of continual professional development	<i>Pursuit of additional knowledge through training courses, conferences and other networking events that could include:-</i> <ul style="list-style-type: none"> • <i>Delivering training</i> • <i>Coaching and/or mentoring</i> • <i>Communication skills</i> • <i>Continuous Improvement</i> • <i>Information Governance</i> • <i>Health & Safety</i> 	Y	
Professional registration may be required.	<i>PRINCE2 Registered Practitioner</i> <i>MSP Foundation</i>		Y Y