Job Description

Job Title: Business Change Manager

POSCODE: tbc

Grade: P2

Overall purpose of the job

The Service Improvement team works alongside the Programme Management team to support the council with development and delivery of our corporate Programmes and Projects.

The Business Change Manager will work with service leads, and other colleagues, to lead and direct business change activity through the development and application of a corporate change management methodology and framework that will be applied to corporate programmes and projects across the Council.

This is a pivotal role, ensuring that people are prepared for change and that we can make a successful transition, through our programmes and projects, into business-as-usual. The focus of this role is on supporting people through change so that the benefits of this change are realised, and employees are able to adopt and embed change.

The Business Change Manager will support the Programme and Project teams to integrate change management activities into their project plans to ensure change readiness, in line with the Council's ambitions as set out in its Strategic Framework. The role will work with a wide range of colleagues ensuring they have the knowledge and change management skills to support their areas of business through change.

Main accountabilities

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1.	• Lead and manage delivery of change management activities at an organisational level, providing analysis and intelligence about issues and challenges, and planning an effective and positive response to ensure the business change identified in our portfolio of programmes and projects can be delivered.
2.	• Develop and apply a corporate change management methodology and framework, (process and tools) working alongside the Programme team and other colleagues involved in supporting change, such as those in Learning and Development.
3.	• Define and measure success metrics, monitoring and ensuring that reporting on change progress is captured in Project Online (POWA) and that change related benefits and outcomes are on track for delivery as part of the programme and project delivery phase, through to realisation once they move to business as usual.
4.	• Support business leads and project sponsors to analyse and devise strategies to proactively manage the people-related impacts of business change.
5.	• Advise, coach and support leaders, managers, and programme/project management colleagues in all relevant aspects of change leadership and change management to enable change.
6.	• Work closely with other specialists (e.g. Policy and Insight, Communications, Human Resources and Learning and Development) to integrate change management activities into programme and project plans, ensuring there is an understanding of the requirements, capacity and

		expertise needed to enable readiness for change and embedding this change into 'business as usual'.
7.	•	Create actionable deliverables for change management activities – e.g. communications plan, change roadmap, coaching /development plan, resistance management plan.
8.	•	Plan and deliver transition support to embed programme/project/workstream outputs into "business as usual".
9.	•	Play an active role in strengthening the organisation's change capability though adopting a skills transfer/train the trainer approach to how work is delivered.
10.	•	Provide timely and effective communication to all key stakeholders and parties affected by the change activities. Gain buy-in and support from those individuals who will be impacted throughout the change lifecycle.
11.	•	Document lessons learned and develop case studies to share knowledge across the organisation.
12.	•	Horizon scan to ensure we are in touch with latest developments in change management tools and processes for the benefit of the council.
13	•	Demonstrate an awareness and understanding of equality, diversity and inclusion.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to degree level, equivalent qualification or equivalent experience		Essential
Evidence of continued professional and personal development		Essential
Professional qualification (Business, Change Management, Project Management, Coaching) or equivalent experience		Desirable

Minimum levels of knowledge, skills and experience required for this job

Describe	Essential/ Desirable
Knowledge	
• Knowledge and experience of change management principles and methodologies, (e.g. Change Impact Assessments, Change Readiness activities, and Change Management coaching).	**Essential**
• Understanding of large-scale cross organisational change initiatives.	**Essential**
• Knowledge of shaping the strategic development of businesses/services to ensure change is delivered, performance is managed and benefits are delivered against strategic objectives.	**Essential**
• Good understanding of project management approaches, tools and phases of project and programme lifecycle.	**Essential**
Skills	
• Excellent influencing, interpersonal, communication and facilitation skills, at all levels.	**Essential**
• Able to adapt personal style to suit the circumstances of a situation and so enable change activity / programmes and project to move forward in a constructive and positive manner.	**Essential**
• Ability to motivate and develop staff to maximise their potential.	**Essential**
• Ability to confidently make proposals and challenge decisions constructively.	**Essential**
• Proven ability to focus on the customer, understanding their needs and expectations, to deliver high quality services.	**Essential**
• Excellent analytical abilities and high level of skill in using analytical techniques to break down and understand issues and business operations.	**Essential**
• Comprehensive IT skills, proficient in MS Office products with the ability to grasp new systems quickly.	**Essential**
• Ability to coach others in change management methodologies and practice.	**Essential**
• Ability to maintain a thorough awareness of and anticipate external and internal factors likely to affect the local government and able to find appropriate solutions.	**Essential**
Experience	
• Proven experience of working at a senior level in a change environment, with experience of motivating and leading programmes that change the way the organisation works.	**Essential**

• Proven experience of being a strong team player, demonstrating ability to work collaboratively with and through others.	**Essential**
• An understanding of the complexities of local government and the matters affecting it.	**Desirable**
• Experience of delivering a range of change activity.	**Essential**
• Experience of delivering presentations to a wide range of audiences.	**Essential**
• Experience of developing and delivering comprehensive approaches to staff communication across a complex organisation.	**Essential**
Equality, Diversity and Inclusion (applies to all roles.	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.

Disclosure level

What disclosure level is required for this post?	**None**	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	**Hybrid**	Field	Remote	Mobile