

Job Description

Job Title: Systems Leadership, Learning and Development Manager

POSCODE:

Grade: P3

Overall purpose of the job

Changing Futures Cambridgeshire and Peterborough is an ambitious new partnership programme, working to improve the experiences of people facing multiple disadvantage, by enabling them to guide professionals across Cambridgeshire and Peterborough in transforming local services and systems to achieve social, economic, and environmental sustainability.

We are seeking a Systems Change Manager to lead and oversee our systems change initiatives across all areas of our partnership. The ideal candidate will be a strategic thinker with a deep understanding of systems thinking, and a proven track record of driving sustainable change through collaboration, innovation, and data-driven decision making.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	Lead the delivery of the system enquiries process and maintain oversight of all system enquiries across Changing Futures Cambridgeshire and Peterborough. Manage and drive delivery of action plans, as well as establishing and controlling the process to ensure learning is taken forward.
2.	Working with the Coproduction networks and Trusted Person's Coordinators, Change Forums, and Programme Team identify barriers across the system. Manage the process of transforming these into actionable system enquiries.
3.	Identify and bring together key stakeholders to participate in system enquiry groups. Lead and support system enquiry groups to understand system barriers from a wide range of perspectives. Analyse and propose solutions and/or actions to address barriers and lead the governance process to obtain agreement from stakeholders to these actions or solutions.
4.	Escalate system barriers and actions appropriately through the Changing Futures Cambridgeshire and Peterborough governance infrastructure.
5.	Develop and establish a learning infrastructure for the Changing Futures Programme across all stakeholders and governance groups. This will involve developing a comprehensive framework that promotes continuous learning and makes this accessible to Changing Futures stakeholders at all levels.
6.	Develop and deliver training and upskilling workshops for the Programme Team and partners on systems learning techniques, in collaboration with commissioned services.
7.	Support the development of a network of local system agents. Manage this network of system agents to ensure that the requirements of the Programme are met with the aim of the network becoming self-sustaining by the end of the programme. Upskill the system agents to address and resolve challenges independently and implement reflective practice in their own organisations.

8.	Work with the Coproduction, Inclusion and Involvement Manager to facilitate Change Forums and Coproduction groups to deliver the outcomes of Changing Futures Cambridgeshire and Peterborough.
9.	Demonstrate an awareness and understanding of equality, diversity and inclusion.

Safeguarding commitment (*Include for roles involving work with children/vulnerable adults*)

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Essential/ Desirable
Degree in work related to systems leadership or significant equivalent experience	E
Evidence of continuous improvement	D

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

Identify	Describe	Essential/ Desirable
Knowledge		
Systems Leadership	<ul style="list-style-type: none"> • Demonstrable knowledge of systems leadership best practise. • Knowledge of systems thinking principles and how they can be applied to understand and address complex systemic issues. 	Essential Essential
Learning and Development	<ul style="list-style-type: none"> • Up-to-date knowledge of learning and development practice, both from a legislative and organisational culture perspective. • Awareness of inclusive principles and ways of working. 	Desirable
Data and Information Gathering & Management	<ul style="list-style-type: none"> • Comprehensive IT skills, proficient in MS Office products with the ability to grasp new systems quickly. • Knowledge and experience of working in Microsoft Project, Planner or other industry standard project planning software. • Knowledge of how a range of evidence, including qualitative and quantitative data and information, can be used to inform, support and develop a range of business solutions, identified benefits and desired impacts. 	Essential Desirable Desirable
Skills		
Communications	<ul style="list-style-type: none"> • Excellent communication skills, demonstrable ability to communicate effectively with external partners, senior leaders, and individuals with lived experience. • Strong interpersonal and advocacy skills, with the ability to influence and persuade effectively. 	Essential Desirable

	<ul style="list-style-type: none"> • Demonstrable ability to translate complex ideas and communicate them to senior external partners and service users. • Ability to deliver high quality formal reports and presentations within tight timelines. • Ability to motivate colleagues, partners and communities in relation to the development of design and behavioural change initiatives, communicating across a diverse community of stakeholders. • Ability to organise, plan and deliver stakeholder engagement activity (such as focus groups, workshops, surveys and interviews), with the support of others, to ensure views and requirements are captured. 	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p>
Problem Solving	<ul style="list-style-type: none"> • Ability to approach problem solving in an adaptable, creative and insightful way to provide innovative and beneficial solutions. 	Essential
Business Analysis	<ul style="list-style-type: none"> • Ability to analyse complex issues and advise on complex solutions across business areas with the application of critical judgement. • High standards of numeracy, literacy, communication and presentation skills. • Support colleagues in determining and prioritising projects and workstreams that deliver the highest range of benefits or impact. 	<p>Essential</p> <p>Essential</p>
Leadership	<ul style="list-style-type: none"> • Ability to influence and motivate non-line managed staff with constructive criticism and to motivate people towards a common objective. • Strong level of experience of successfully leading, managing, coaching and developing diverse project teams in delivering demonstrable and sustainable service improvements. 	<p>Essential</p> <p>Desirable</p>
Partnership Working	<ul style="list-style-type: none"> • Experience of managing stakeholder relationships within complex projects and an ability to build strong, professional networks and relationships, inspiring others to deliver their best. 	<p>Desirable</p> <p>Essential</p>

	<ul style="list-style-type: none"> • Ability to influence and negotiate across a diverse and challenging community of stakeholders including conveying contentious proposals and solutions, and when implementing resolutions. • Ability to work as part of a team, sharing knowledge and experience, recognising the strengths and weaknesses of others, and constructively challenging to achieve productive outcomes. 	Essential
Strategic Thinking	<ul style="list-style-type: none"> • Ability to translate concepts and ideas into meaningful plans and action. • Ability to work on own initiative and to deadlines and be proactive and highly motivated. 	Essential
Experience		
Training and Workshops	<ul style="list-style-type: none"> • Experience of facilitating consultation workshops. • Experience of designing/commissioning training workshops and upskilling colleagues or service users. • Developed, delivered and implemented innovative learning and development activities which are aligned to and the needs of adults with complex and multiple needs. • Conducted organisational learning needs assessments and analysis to address skills gaps and provide practical tools which make learning and development accessible to diverse audiences. 	Essential Desirable Desirable Desirable
Project/Systems Management	<ul style="list-style-type: none"> • Significant experience of project and change management. • Credible change agent, able to create and sustain momentum to ensure achievement of strategic goals. • Evidence of consistently achieved results within a largely unsupervised environment but with a clear accountability framework. • Good working knowledge of service delivery disciplines, management systems and processes including quality assurance methodologies and the identification and management of risk. 	Essential Essential Essential Essential

Creative Thinking	<ul style="list-style-type: none"> • Experience of identifying new ways of thinking and new approaches to a problem or situation. 	Essential
Safeguarding	<ul style="list-style-type: none"> • Demonstrable ability to support groups of individuals with experience of multiple disadvantage to effect systems change and ensure inclusion for adults with vulnerabilities. • Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of vulnerable adults. 	Essential 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.	