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| **Profile Title:** | Change Management Officer | bmbccolb | | | | |
| **Reports to:** | Head of Corporate Programmes, Projects, Feedback & Improvement |
| **Employee Management:** | Nil | **Grade:** | 10 | **Profile Ref:** | 118076 | |
| **Purpose of the Post** | | | | | | |
| Play a lead role in managing major change initiatives through the assessment of change readiness, effective impact analysis, and planning and stakeholder engagement to effectively support major transformational change programmes (business processes, systems, technology and culture). | | | | | | |
| **Responsibilities** | | | | | | |
| * Provide strong leadership to support significant change and improvement programmes across the organisation. | | | | | | |
| * Effectively manage change to bridge the gap between change projects and programmes and ongoing service delivery to ensure change is embraced across the Business Unit/inter-dependent services and embedded within the organisation. | | | | | | |
| * Support Business Units to plan and prioritise capacity and capability to increase both employee and management adoption of change initiatives (business processes, systems and technology), by maximising the efficient use of resources. | | | | | | |
| * Work closely with key stakeholders, facilitate participation and influence the direction of work of identified resources to support improvement, demonstrate the impact of change and drive transformation. | | | | | | |
| * Develop, support and drive innovative and creative approaches to change management, implementing effective plans with defined success measures/metrics to monitor change progress and added value. | | | | | | |
| * Provide professional advice, guidance and information to a range of stakeholders regarding change management techniques, organisational culture and engagement. | | | | | | |
| * Undertake research, deliver complex reports and presentations and identify any potential service improvement and innovation opportunities, ensuring continuous improvement. | | | | | | |
| * Lead on the development of change management strategies, plans and procedures including the integration of change management activities into project plans working with Project Managers. | | | | | | |
| * Proactively liaise, negotiate, influence and collaborate with internal and external stakeholders including managers, employees, councillors and customers around culture change. | | | | | | |
| * Responsible for agreeing and directing the priorities and activities of a number of resources, not within direct management responsibility. | | | | | | |
| * Undertake any other duties commensurate with the role. | | | | | | |
| **Education and Training** | | | | | **Measure** | **Rank** |
| * Level 6 relevant qualification | | | | | A/C | E |
| * Willingness to undertake the Barnsley Leadership Programme | | | | | A/I | E |
| * Change Management training | | | | | A/C | D |
| * Change Management qualification | | | | | A/C | D |
| * Programme and/or Project Management training | | | | | A/C | E |
| **Relevant Experience** | | | | | **Measure** | **Rank** |
| * Experience of delivering effective change and transformation within a programme and project management environment. | | | | | A/I | E |
| * Experience of developing and maintaining good working relationships with a wide range of customers/stakeholders, developing a positive personal and organisational profile. | | | | | A/I | E |
| * Experience of using change management principles, methodologies and tools for large-scale organisational change. | | | | | A/I | E |
| * Experience of defining effective success measures and actively monitoring progress and added value. | | | | | A/I | E |
| * Experience of undertaking effective risk and impact analysis. | | | | | A/I | E |
| * Experience of working at a semi-autonomous level with Senior Managers. | | | | | A/I | E |
| * Experience of leading change across organisational boundaries. | | | | | A/I | E |
| **General and Special Knowledge** | | | | | **Measure** | **Rank** |
| * Significant knowledge of programme/project management including project planning, risk management, governance, value for money and benefits realisation. | | | | | A/I | E |
| * Significant knowledge of change management principles, frameworks and tools. | | | | | A/I | E |
| * Knowledge of the pressures facing local government and external organisations. | | | | | A/I | E |
| * A thorough understanding of change management principles, methodologies and tools for effectively leading large-scale organisational change. | | | | | A/I | E |
| * High level of digital literacy. | | | | | A/I | E |
| **Skills and Abilities** | | | | | **Measure** | **Rank** |
| * Be an effective team player and able to work collaboratively with and through others. | | | | | A/I | E |
| * Excellent communication, interpersonal and facilitation skills with the ability to clearly engage and articulate messages to a variety of audiences. | | | | | A/I | E |
| * Ability to effectively lead change and overcoming barriers by effectively assessing change readiness, impact ad interdependencies. | | | | | A/I | E |
| * Strong organisation and time management skills with the ability to work under pressure, being self-motivated and able to use own initiative under minimal supervision. | | | | | A/I | E |
| * Able to demonstrate strong analytical skills with the ability to identify and implement creative solutions to complex problems. | | | | | A/I | E |
| * Ability to effectively manage resources (human, physical and financial) | | | | | A/I | E |
| * A clear strategic thinker and effective decision maker in complex and challenging environments. | | | | | A/I | E |
| * Developed negotiation and influencing skills and an ability to challenge, innovate and produce concepts and new initiatives. | | | | | A/I | E |
| **Additional Requirements** | | | | | **Measure** | **Rank** |
| * Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. | | | | | A/I | E |
| * Willing to undertake training and continuous professional development in connection with the post. | | | | | A/I | E |
| * Work in accordance with the council's vision, priorities, values and behaviours. | | | | | I | E |
| * Able to undertake any travel in connection with the post. | | | | | A/I | E |