Change and Improvement Project Manager

Reports to:	Change and Improvement Programme Lead		
Department:	Service Reform and Strategy	**Grade:**	PO4
DBS Status:	N/A	**Politically restricted:**	No

Job Purpose:

1. To lead and manage strategic change and resident experience improvement projects and drive transformation across the Council and its partners.
2. To manage and work as part of a multi-disciplinary and multiple project team to support strategic service, departmental and corporate priorities.
3. To develop and implement effective, efficient and customer-focused services and innovative solutions.
4. To support the Change and Improvement Programme Lead and Workstream Leads in driving and delivering of projects and initiatives that improve strategy, policy, procedure and systems to deliver improved customer experience

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Job specific roles and responsibilities

1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the Council and support it to deliver its Embrace Change Portfolio.

2. To support the Change and Improvement Programme Lead in the delivery of a customer focused service and the effective use of resources.

3. Ensure that the Council's overall vision, values and ethos are central to the requirements of the service.

4. Support effective working relationships and act as an ambassador and advocate with external organisations.

5. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.

6. Effectively manage projects, workstreams and initiatives to ensure successful delivery and improved outcomes.

7. Lead and manage virtual teams to achieve high performance and deliver change and improvement projects across strategic, frontline and support functions, and influence new ways of working to achieve corporate or service objectives.

8. Be a source of organisational expertise to build capacity and support strategic service transformation, process improvement, business change management, facilitation and design techniques across the organisation and for thematic areas of lead responsibility.

9. Support implementation of new systems, technologies and approaches, managing stakeholders to ensure targets, timescales and budgets are achieved and the change is successfully embedded.

10. To build relationships, actively engage with internal and external stakeholders, and work. collaboratively with managers, service leads and SMEs to achieve agreed objectives.

11. To develop and lead engagement and community research activity, ensuring it is tailored to different audiences to invigorate interest, relay complex issues and effectively draw out views, priorities and insights.

12. Ensure current understanding of the key business processes, systems and procedures; national and local policies; and best practice developments for thematic areas of lead responsibility.

13. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.

14. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

15. Undertake any other duties commensurate with the general level of responsibility of this post.

Knowledge and Qualifications

1. Comprehensive understanding of current policy issues facing local government, particularly in relation to service redesign, value for money and public involvement, the role and function of local government and of the political context and environment.

2. Extensive knowledge of methods and techniques to manage and influence behavioural and cultural change.

3. Comprehensive knowledge and application of current and emergent project management methodologies and standards, including Agile, and their application within a change, transformation and redesign context.

4. Knowledge of transformation, service redesign and service improvement models and good practice.

5. Good knowledge and understanding of standard IT software applications, including Microsoft Office and Teams.

Experience:

6. Evidence of continuing professional development.

7. Demonstrable experience of influencing and delivering cultural change in a large complex organisation.

8. Demonstrable experience of using systems and technologies to improve customer focused service delivery and modernise work processes.

9. A successful record of engaging with a wide range of internal and external stakeholders and building and maintaining productive working relationships to achieve change.

10. Demonstrable experience of leading and managing projects including matrix management of virtual project teams.

Skills and abilities:

11. Influential and persuasive communicator, with high level of written and verbal communication skills, including presentation skills, engendering commitment across groups from all levels of the organisation to achieve objectives.

12. Proven ability to proactively work on own initiative, under pressure to tight timescales, managing and prioritising workload. Able to accept and manage changes to circumstances and priorities.

13. An inclusive team player, with a track record of fostering and sustaining partnerships, working collaboratively across boundaries and achieves results through motivating and leading others.

14. Ability to galvanise support and buy-in across the borough to the Council's vision and priorities.

15. Analytical skills with the ability to research, analyse and interpret complex and diverse data to present robust options for improvement or change.

16. Ability to share knowledge, skills and good practice within service areas to ensure continuous improvement and effective service delivery.

17. Excellent project and change management skills.

18. Excellent organisation, planning and presentational skills.

19. Excellent political awareness.

Overall Headcount: Matrix management of teams up to 12

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs