



Post title	Senior Change and Delivery Officer
Division / Section	Strategy and Insight/Strategic Change and Delivery/Customer
Department	Chief Executive or Resources
Responsible To	Change Manager or Lead Officer
Number of post holders	
Acting up/ Secondment	No

### **Purpose of Job**

To support the appropriate Change Manager and/or lead officer in the delivery of a clear, cohesive, and Council-wide approach to

- Change Strategy
- Integrated Change
- Data, Performance and Business Planning
- Delivery Unit

The post will take a leading role within specific areas of work/projects, in line with the Council's, and its partners', strategic direction, outcomes and priorities and may be on occasion to undertake the roles and responsibility for other areas as required.

### **'THE WHAT' – MAJOR TASKS AND JOB ACTIVITIES**

- Managing and contributes professional and managerial expertise to the development of initiatives, strategic plans, performance and policy development within own area of expertise and across the team and department, as required including controlling project activities, planning, organisation and risk control whilst ensuring that the image and policies of the Council are promoted.
- Managing, planning, organising and conducting business process reengineering/improvement projects/initiatives consolidating information into cohesive and understandable correspondence or other written form for use in management decision-making and in consultation with stakeholders.
- Lead projects as appropriate, ensuring outcomes are delivered on time, to a high standard and within defined cost.
- Provide and monitor access to relevant information ensuring the Council's intellectual property is protected and communicated appropriately. Maintain quality assurance standards to govern the Council's key data assets.

- In conjunction with other strategic change and delivery officers promote an integrated, consolidated and consistent Council-wide approach to Business Planning, Performance, Data Management and Business Change (programme/project/process/change), supported by the appropriate governance arrangements, processes and stakeholder engagement.
- Provide direction, input and feedback on work/projects.
- In conjunction with other strategic change and delivery officers develop and implement a risk management process for all projects
- Manage/support the development of a Strategic Change and Delivery Centre of Expertise, contributing the Council's process improvement methodology, performance framework and processes to support business change and delivery.
- Identify opportunities for continual improvement and demonstrate effective management of change within a complex internal and external environment
- Research and apply best practice, processes, approaches and methodologies to strategic change and delivery services
- Ensure compliance with statutory responsibilities, national legislation, standing orders, delegated authority, Council policies, aims and objectives and professional project and programme standards
- Produce and present detailed reports, business cases and management information to Senior Managers. Within this, develop sound business rationale/argument to identify improvement opportunities with supporting analysis and detailed recommendations
- Through excellent project and time management skills, manage a number of concurrent complex projects using project management principles.
- Ensure engagement with Strategy and Insight and stakeholders to encourage cultural change and ongoing service improvements
- Make the best use of resources to facilitate continuous improvement throughout the authority
- Responsible for supporting the delivery and improvement of outcomes for customers, working in close partnership with service managers in both directorates and localities.

#### **THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY, INNOVATION, CONTACTS & RELATIONS, DECISION MAKING)**

- Understanding Business Planning, Performance, Data Management and Business Change (programme/project/process/change), in a complex environment with a working knowledge of the challenges in the public sector.
- Ability to interpret, analyse and present a range of complex information for a variety of audiences using appropriate communication channels.
- Encourage innovation and a culture of continuous improvement across the Council.
- Responsibility for developing and maintaining both internal and external stakeholder relationships.
- Provide advice, recommendations and proposals to Elected Members, managers and committees to progress the delivery of Council objectives
- Effectively and diplomatically advise senior managers, managers and staff Council-wide on key actions required to support strategies and initiatives
- The post will make decisions on the future development of the Council's Strategic Change and Delivery Service working in consultation with other members of the Strategic Change and Delivery team in relation to specific planning, performance and business change activities and projects, in consultation with relevant stakeholders and management where appropriate.

- The postholder will manage highly confidential and politically sensitive matters with appropriate awareness and discretion.
- Work in consultation with senior stakeholders to ensure that Business Planning, Performance, Data Management and Business Change (programme/project/process/change) activities comply with relevant legislation and policy and are adapted to meet these requirements where appropriate.
- This will usually mean the post holder is qualified to degree level in relevant discipline or equivalent or be able to demonstrate relevant experience.

## **ENVIRONMENT**

- Although the postholder may be exposed to some physical demands these will be predominantly within the range of normal office based activities.
- Although the postholder may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.
- Although the postholder will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

## **SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)**

- The postholder may be required to line manage up to 2 staff.
- The postholder will often have project management responsibility over other staff as appropriate. Particular projects, working groups and other tasks are likely to require the post holder to take responsibility for staff from other Council areas and/or external agencies, and to chair and manage project teams.
- In this role, the post is expected to effectively and diplomatically advise Corporate Leadership Team, senior managers, managers and staff across the Council on key actions required to implement continuous improvement and key business decisions.
- The postholder should be visible, approachable and capable of building the trust necessary to secure the commitment of staff to change.

## **RESOURCES**

- Support the management and monitoring the performance of external consultants and contractors.
- The post will be expected to support services in budget management for Strategy and Insight Services

## **HEALTH AND SAFETY**

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of

practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.