

Change Manager

Grade 10

About the Service

Staffordshire County Council is one of the largest local authorities in the UK and provides a broad range of services to its citizens. Staffordshire County Council has embarked on a journey of significant change, shifting from a predominately service delivery orientated authority to be a commissioning and right sourcing organisation. This underpins our Transformation Programme designed to deliver benefits and improve outcomes aligned to our operating model.

The Change Team acts as a centre of excellence to support the delivery of our ambitious change programme. The transformation programme will deliver positive outcomes for all of the communities and residents of Staffordshire, working in partnership with all public sector organisations across the County.

The Change Manager will play an important role in the development, design and delivery of change projects as part of a wider programme of change underpinned by our values and the council's four principles.

Reporting Relationships

Responsible to: Senior Change Manager

Responsible for: No direct reports

Key Accountabilities:

1. Supporting the development, design and delivery of change projects as part of a wider programme of change.

2. Working within a multi-disciplinary corporate team of professionals (e.g. HR, OD, Comms, Finance, Insight) work effectively to design and deliver change programmes.
3. Working collaboratively with senior colleagues to ensure a culture of high challenge and support and a values-led approach to change and transformation.
4. Work closely with the corporate leads to ensure our principles are hard wired into transformation plans:
 - a. Communities – support the next phase of People Helping People and Place Based Approach to ensure strong citizen and community approach to multi-agency early intervention and prevention.
 - b. Workforce – support the delivery of the People Strategy and the 4 priorities to transform our workforce in the next three years
 - c. Digital – support the work to become a leading digital council and county so that everyone in Staffordshire can flourish and achieve their full potential in the digital age.
 - d. Climate Change – support the council’s response
5. Ensuring projects are well developed and managed including business case development, stakeholder management, risk management, resource planning and benefits realisation.
6. Working closely with Finance colleagues to support the council in delivering the cost reduction programme as part of the Medium-Term Financial Strategy.
7. Supporting a dynamic and responsive to change and project management that embraces best practice with a strong focus on people and cultural change.
8. Providing support to Commissioners and senior colleagues from across the council to translate organisational priorities, shape commissioning strategies with a clear outcome and place-based focus.

Person Specification

Qualifications/Professional membership

- Programme management or business change qualification or equivalent experience.

Knowledge and Experience

- Experience of managing change projects within a complex environment.
- Experience of applying business design and project management principles to deliver change and transformation effectively.
- Understanding of the political context of service delivery and its challenges in the public sector.
- Experience of creating and maintaining effective and influential networks that work collaboratively to shape and deliver better outcomes.
- Intellectually curious and a proven track record of innovation and continuous improvement, bringing in new thinking from outside the organisation.
- Experience of transforming services to deliver better outcomes and services.
- Experience of supporting culture change and transformation.

Skills

- Good communication skills and skilled at influencing and negotiating.
- Strong and values led working style.
- Collaborative style and approach.
- Well-developed inter-personal skills that builds momentum and trust
- A team player with a strong can-do attitude with a focus on delivery.
- Passionate about reforming public services and the strategic role of local government in enabling people to achieve their full potential.

This post is designated as a casual car user

The content of this Job Description and Person Specification will be reviewed on a regular basis.