

## Change Officer Grade 8

### **Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

### **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

### **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.

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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.

### **About the Role**

The Change Officer will play an important role in supporting 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. Helping to support the design and management of projects to support the delivery against key outcomes.
2. Helping to produce and maintain project documentation to support project delivery and monitoring.
3. Participation in structured and unstructured project meetings, workshops and other events involving a variety of audiences, leading and facilitating aspects when appropriate.
4. Providing support for the delivery and coordination of general change/project management tasks that ensure efficient working practices.
5. Designing and facilitating smaller scale change interventions or project work streams by utilising basic analysis and design approaches dictated by the context and constraints posed by the piece of work.

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6. Assisting in the development and maintenance of appropriate project plans to monitor and assure delivery against timescales.
7. Supporting and undertaking appropriate data analysis and ad-hoc research to agreed timescales.
8. Helping engage sponsors, operational leaders, portfolio & project managers and other stakeholders to maintain their support to the work through good communication and engagement.
9. Supporting the provision of information where appropriate to Change Managers and Senior Change Managers escalating issues as required in a timely manner to key stakeholders.
10. Support Change Managers and Senior Change Managers to provide reports and control mechanisms by collecting, collating and where appropriate reporting on data relating to projects and programmes, including progress and exception reporting.
11. Supporting the development of reports and presentations to a variety of audiences.
12. Tracking and supporting the development of project reports relating to progress against plans, resource usage, realisation of benefits and progress towards identified outcomes.
13. Identifying, monitoring and supporting the active management of risks and issues.
14. Work with and support team members and administrative staff as required.

### **Other Information**

\*This is a Politically Restricted Post under the Local Government and Housing Act 1989 and subsequent amendments introduced by the Local Democracy, Economic Development and Construction Act 2009.

*This section is to add any job specific information/working conditions that it would be useful for a candidate to know when applying.*

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**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Environment**

Deliver a reduction in the Councils' environmental impact through a proactive focus on key priorities to support the economy, nature and communities.

**Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.








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


**Person Specification**

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

<b>Minimum Criteria for Disability Confident Scheme *</b>	<b>Criteria</b>	<b>Measured by</b>
	<b>Qualifications/Professional membership</b>  Educated to A-Level standard or equivalent experience.	A
   	<b>Knowledge and Experience</b>  Familiar with the principles, methods, techniques and tools of project management approaches and/or service change / redesign methodologies. Ability to aggregate, analyse and report information in a coherent way to support change activities within a project. Ability to build credible relationships and networks with stakeholders and managers from varying professional backgrounds. Experience of and ability to contribute to and facilitate workshops, meetings, etc.  Ability to identify underlying issues and knowledge of how to help people develop positive solutions. Ability to deal with a range of issues and conflicting demands linked to deadlines. Able to demonstrate being self-sufficient, occasionally requiring local support, but capable of identifying relevant sources of assistance. General knowledge of the public sector.	A/I  A/I  A/I  A/I  A/I  A  A
 	<b>Skills</b>  Good communication (verbal, written, listening) and interpersonal skills.  Sound ICT skills including Microsoft desktop suit.	A/I  A/I

	<p>Is able to apply some consultancy styles and techniques.</p> <p>Able to build good working relationships.</p> <p>Ability to prioritise conflicting demands, work pressures and own workload.</p> <p>Good data analysis &amp; manipulation skills.</p> <p>Assertive and acts in a professional manner at all times.</p> <p>Good time management and organisational skills.</p> <p>Ability to maintain confidentiality and an awareness of the importance of data protection.</p> <p>A team player with a strong can-do attitude with a focus on delivery.</p> <p>Positive attitude and emotionally resilient to setbacks.</p> <p>Able to work effectively occasionally with minimal supervision and direction using own initiative.</p> <p>Willing to take active responsibility for own development.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>
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\*If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview. This scheme will also apply to Care Leavers and Armed Forces/Veterans.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting Talent & Resourcing Team 01785 278300