

Senior Change Manager

Grade 12

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.

About the Role

The Senior Change Manager will play a strategic role in the development, design and delivery of major change and transformation programmes. Working closely with a wide range of corporate colleagues to ensure major programmes are delivered as part of a wider programme of change underpinned by our values and the council's four principles.

Reporting Relationships

Responsible to: Head of Change and Digital

Responsible for: Change Managers

Key Accountabilities:

- 1. Lead the development, design and delivery of major change and transformation programmes as part of a wider corporate**

programme of change.

- 2. Ensuring 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 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 to the climate emergency and ensuring it is fully embedded in all we do.**
- 5. Working closely with senior finance colleagues to support the council to deliver the cost reduction programme required as part of the Medium-Term Financial Strategy.**
- 6. Ensuring programmes are well developed and managed including business case development, stakeholder management, risk management, resource planning and benefits realisation.**
- 7. Ensuring the council has a dynamic, responsive and fit-for-purpose approach to change that embraces lean thinking techniques and lean and agile programme and project management principles.**

- 8. Providing change and programme management support to senior colleagues from across the council to translate organisational priorities, shape commissioning strategies with a clear outcome and place based focus.**
- 9. Managing a team of Change Managers ensuring they are fully aligned and focused on delivering the Council's vision, strategy and delivery plan.**
- 10. Deputise for the Head of Change and Digital when required.**

Person Specification

Qualifications/Professional membership

- Programme management or business change qualification or equivalent
- experience

Knowledge and Experience

- Proven track record of leading and managing large and complex change within a large organisation.
- Experience of applying business design and programme and project management principles to deliver change and transformation effectively.
- A demonstrable understanding of the political context of service delivery and its challenges in the public sector ensuring effective support to Elected Members
- Substantial experience of creating and maintaining effective and influential networks that work collaboratively to shape and deliver better outcomes for residents.
- Proven track record of innovation and continuous improvement, bringing in new thinking from outside the organisation.
- Experience of leading and implementing programmes and transforming services to deliver better outcomes and services.
- A detailed understanding and grasp of the public sector reform agenda and a track record of shaping and implementing local strategies and solutions.
- Experienced in leading culture change and transformation working with Senior Members, Commissioners and colleagues across the council.

Skills

- Highly developed written and verbal communication skills.
- Skilled at influencing and negotiating at the highest levels to deliver change and
- improvement.
- Ability to deal with a range of issues and conflicting demands linked to testing
- timescales.
- Highly developed ICT skills.
- A strong values led and collaborative style that inspires and builds trust.
- Effective inter-personal skills that build momentum and confidence.
- 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.