Change Officer Grade 8

**Our Vision** 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 citizens
* 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

**Are you driven by the opportunity to make a difference and improve outcomes for our citizens?**

Staffordshire is a county with big ambitions, great connections and greener living, and is ambitious for the communities and citizens it serves.

Working in the strategic centre of the organisation, the Strategy and Transformation service plays a critical role in directly shaping Staffordshire’s vision and priorities. We are committed to creating a supportive working environment where all employees can achieve their full potential and achieve a healthy work-life balance. We’re proud to offer family friendly policies, a range of benefits, including generous holiday entitlement, flexible working and employee discounted schemes. Further detail on the benefits we offer can be found below.

For the opportunity to help shape Staffordshire for generations to come, join us, and have an impact you can be truly proud of. If you’re passionate about driving forward sustainable change and enjoy working in a fast paced environment, then we’d love to hear from you!

**About the Change Team:**

As a local authority we are constantly looking at how we change, transform and improve our public services to deliver the greatest value for the citizens of Staffordshire. The Change Team is a well-established and valued team of specialist change practitioners that supports senior leaders and partners to shape and deliver complex change projects and programmes for the organisation.

We have recently expanded our team and are looking for enthusiastic and motivated individuals to join our vibrant, fast paced and supportive team. You will be a focused and dynamic individual with the ability to work across the council with stakeholders at all levels.

Diagram

Description automatically generated

**About the Role**

**What skills and experience do you need to have?**

* A desire to help people improve the way that they work
* A positive “can do” attitude with an ability to motivate others
* The ability to work collaboratively with others and to be open, friendly, and flexible
* Confidence to work under pressure and manage several tasks simultaneously.
* Desire and commitment to develop yourself and to seize opportunities to push yourself further

These roles are suited to people who are naturally curious – big picture thinkers who aren’t afraid to challenge the status quo, perfect for graduates looking for that first step in the public sector, or for professionals looking to explore a new career path. If you enjoy analysing, managing and influencing, whether that’s information or people, and you like to challenge thinking and the way things are done, this route could be a good match for you.

If this sounds like a good match to your skills, we look forward to hearing from you. In return we can offer you an exciting and diverse role which is rewarded with a competitive salary & benefits package and gives you access to professional development in a large, dynamic and supportive change team.

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.
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.

This post is designated as a casual car user

**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.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**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

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| --- | --- | --- |
| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**   * Educated to A-Level standard or equivalent experience. | A |
| **employer_small**  **employer_small**  **employer_small**  **employer_small** | **Knowledge and Experience**  • 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/I  A  A |
| **employer_small**  **employer_small**  **employer_small** | **Skills**  •Good communication (verbal, written, listening) and interpersonal skills.  • Sound ICT skills including Microsoft desktop suit  • Is able to apply some consultancy styles and techniques.  • Able to build good working relationships  • Ability to prioritise conflicting demands, work pressures and own workload.  • Good data analysis & manipulation skills  • Assertive and acts in a professional manner at all times  • Good time management and organisational skills  • Ability to maintain confidentiality and an awareness of the importance of data protection  • A team player with a strong can-do attitude with a focus on delivery.  • Positive attitude and emotionally resilient to setbacks  • Able to work effectively occasionally with minimal supervision and direction using own initiative  • Willing to take active responsibility for own development | A/I  A/I  A/I  A/I  A/I  A/I  I  I  I  I  I  I  I  I  I |

**employer_small** 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.

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