

Senior Change Manager

Corporate Services



Corporate Services Transformation Support Unit		
Post Title	Grade	Role Type
Senior Change Manager	I2	C

Our Vision – A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes – Everyone in Staffordshire will:

- Have access to more good jobs and share the benefit of economic growth
- Be healthier and more independent for longer
- Feel safer, happier and more supported in their community

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

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 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

Responsible for: Change Managers

Key Accountabilities:

- Lead the development, design and delivery of major change and transformation programmes as part of a wider corporate programme of change.
- Ensuring a multi-disciplinary corporate team of professionals (e.g. HR, OD, Comms, Finance, Insight) work effectively to design and deliver change programmes
- Working collaboratively with senior colleagues to ensure a culture of high challenge and support and a values-led approach to change and transformation.
- 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.
- 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.
- Ensuring programmes are well developed and managed including business case development, stakeholder management, risk management, resource planning and benefits realisation.
- 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.
- 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.
- Managing a team of Change Managers ensuring they are fully aligned and focused on delivering the Council's vision, strategy and delivery plan.
- Deputise for the Head of Change when required.

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.

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	Qualifications/Professional membership <ul style="list-style-type: none"> Programme management or business change qualification or equivalent experience 	A
 	Knowledge and Experience <ul style="list-style-type: none"> 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. 	A/I
 	Skills <ul style="list-style-type: none"> 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. Excellent 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. <p>This post is designated as a casual car user</p>	A/I



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 Jobcentre 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

Shared Services on 01905 947446