



SWINDON
BOROUGH COUNCIL

Role Profile

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| Job title: | Change Officer | Role Profile No | SC8096 |
| Grade/s | N | | |
| Salary Range | £27,218 - £30,980 | | |
| Directorate / Pillar / Strand | Resources/Finance and Change / Change Team | Reporting to: | Project Manager |
| | | Responsible for: | None |

Role Overview

To support the facilitation of positive change in line with the corporate ambition of the Council through effective and appropriate change management, within a programme and project environment. Provide on-going support to Change managers and Programme Leads within specific transformation programmes and manage smaller projects and change interventions.

Role Purpose:

- To successfully deliver change interventions including projects and business process reviews that enable the delivery of desired benefits for the Council.
- To support teams to redesign approaches to service delivery based on whole systems thinking, often facilitating this in an appropriate workshop environment
- Support Programme Leads, Senior Business Analysts and Change Managers with project administration and day to day management activity
- Lead and manage work-streams/work-packages ensuring that objectives (benefits, time, cost, quality) remain on track.
- Provide good insight and innovative thinking to the way things are done, encouraging others to think differently to enable greater outcomes
- Effectively communicate the benefits of change in a way that increases positive engagement of key stakeholders.
- Ensure all relevant Stakeholders are identified and involved as appropriate in the development of the business cases and PIDs, including any Member or Cabinet approval.
- Draft reports for submission to project governance boards, Corporate Board, Cabinet, and as required for any other Committees, setting out progress on the project(s), and any other information as necessary.
- Collaborate by regular contact with a range of stakeholders; large and varying number of groups/individuals both internal and external to the Council.

Role Accountabilities:

- Provide change skills within key projects and programmes critical to the Council's achievement of its strategic objectives over the next few years.
- Ensure that projects for which the post holder is the designated project manager are delivering the intended outcomes.
- Assist Programme Leads, Senior Programme Managers, Change Managers and Senior Business Analysts to provide leadership, advice and support to Council teams to better enable positive change
- Provide support to ensure benefits are delivered in line with Council performance (time and specification) and cost expectations ensuring the projects and other interventions are delivered effectively and enable the efficient operation and transformation of Council services.
- Design and facilitate appropriate change interventions such as Business Process Review workshops, in line with the Council's Change Methodology. Facilitate the design of 'Whole-Systems' based ways of working and potentially manage the implementation of the design into delivery.
- Monitor the financial, operational and political impact of any changes to projects and propose solutions and mitigation.
- Prepare and draft reports for submission to Corporate Board, Cabinet, and as required for any other Committees in relation to the activities undertaken within this job profile.

Knowledge and Experience

- Experience of successfully managing change at a team or organizational level.
- Knowledge and interpretation of project management to adapt processes as needed.
- Clear understanding of change management and systems thinking and how this is effectively applied in teams and organisations
- An understanding of developing risk management strategies and supporting and influencing stakeholders to mitigate project risks.
- Ability to operate confidently with people at a range of levels in organisations
- Experience of managing communications with a range of stakeholders
- Experience of working collaboratively with a range of stakeholders integral to the success of a project(s) including, but not limited to, internal departments, external partners, agencies.
- Demonstrable ability to motivate and engage people in new ways of working
- Experience of analysing situations and developing creative solutions.
- Excellent verbal and written communication skills, including formal presentation. Excellent attention to detail.
- Ability to learn quickly and develop your own role, self-awareness and ability to manage your own development.

Qualifications required for this post:

Formal foundation level qualification in project or change management or equivalent experience

Contacts and Relationships

Working closely together, improving communication and connectivity in order to make better use of the resources, facilities, relationships and partnerships. Working in a collaborative manner with external and internal customers, community members and other bodies that interact with this role.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people,"?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

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| Employee Signature: | Print Name: |
| Date: | |
| Line Managers Signature: | Print Name: |
| Date: | |