

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>11BF</b>	<b>Role Title</b>	<b>Senior Change &amp; Improvement Officer</b>
<b>Grade</b>	PS11	<b>Reports to (role title)</b>	<b>Skills for Jobs Development Lead</b>
<b>JE Band</b>	439-518	<b>Directorate / School</b>	<b>Place</b>
<b>Date Role Profile was created</b>	<b>Mar-26</b>	<b>Service / Department</b>	<b>Economy &amp; Growth</b>
<b>Agile</b>	<b>Information</b>	<u>DBS Requirement</u>	<b>Not Required</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>The Senior Change &amp; Improvement Officer will play a key role in transforming Surrey's adult skills system, leading strands of the adult skills transformation strategy, driving improvements in employer engagement, provider capacity/capability, programme design and system collaboration.</p> <p>The role will focus on change delivery, performance improvement, co-designed interventions and proactive partnership-working that strengthens Surrey's skills ecosystem: analysing need, coordinating delivery improvements with providers and partners, and supporting the development of a more responsive, inclusive and future ready adult skills offer.</p>
<b>Work Context</b>	<p>The Senior Change &amp; Improvement Officer will play a key role in effectively and legally discharging adult education functions devolved from the UK Govt to Surrey County Council</p> <p>The role will sit in Economy &amp; Growth and, while focusing on skills for jobs outcomes, will be outward-facing in line with the team's 'horizontal working' culture</p> <p>The postholder will be expected to support work across Economy &amp; Growth, and to collaborate with colleagues in the team, other council departments and external stakeholders (including training providers and businesses)</p> <p>Reporting to the Skills for Jobs Development Lead, the postholder will be expected to manage their workload independently to ensure core objectives are met</p> <p>While the base for the role will be Woodhatch Place in Reigate, you may be required to travel across the county</p> <p>The postholder may be required to work flexibly and, occasionally, out of hours - flexible arrangements apply, including some home working</p>
<b>Line management responsibility</b> if applicable	Up to 5 people and matrix management responsibilities
<b>Budget responsibility</b> if applicable	<p>Some direct commissioning with management oversight</p> <p>Financial administration</p>

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Advise on the analysis and interpretation of data, identify trends and test solutions, present results and put forward recommendations to support the resolution of issues and support decision making.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance.</li> <li>• Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards.</li> <li>• Ensure professional and quality service standards are maintained and applied within their area of activity.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Lead or contribute to the operation of an efficient and effective service ensuring the work of the team supports service plans and that necessary resources are secured.</li> <li>• Lead major projects and reviews within a defined area of work to support and enhance service delivery.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation's policies and procedures.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon.</li> <li>• Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service.</li> <li>• Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To be responsible for ensuring health &amp; safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Degree or equivalent, or significant vocational experience showing development in a series of progressively more demanding relevant work/roles.</li> <li>• Professional qualification or evidence of high. level understanding of relevant business disciplines.</li> <li>• Extensive and comprehensive knowledge of computerised business systems, able to promote the use of IT systems within the service (some roles).</li> <li>• Extensive knowledge of principles, practices, and procedures relating to business planning and financial and organisational management.</li> <li>• Proven written and oral communication and interpersonal skills with established negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals.</li> <li>• Ability to understand, meet and exceed customer expectations.</li> <li>• Proven problem solving skills with the capacity to devise and implement innovative solutions.</li> <li>• Proven ability to manage a wide range of complex projects or programmes.</li> <li>• Significant work experience at management level in one or more relevant specialist areas.</li> <li>• Demonstrable experience in successful recruiting, managing, coaching and developing of staff.</li> </ul>

<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>- Experience in delivering change, improvement and/or development activity within skills, employability, FE/HE, economic development or a similar public service environment</li> <li>- Strong understanding of adult skills issues, labour market challenges and employer demand</li> <li>- Ability to build strong, productive relationships with employers, providers, community partners and internal colleagues</li> <li>- Skilled in analysing performance data, needs analysis, and labour market information to inform action</li> <li>- Excellent communication and engagement skills, with confidence in facilitating workshops and partnership meetings</li> <li>- Experience designing or improving programmes, pathways or provision models</li> <li>- Strong organisational skills and ability to manage multiple projects and deadlines</li> <li>- A collaborative, solutions-focused and improvement-oriented mindset</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>- Experience of local authority or public sector commissioning/contract management processes</li> <li>- Experience of translating strategy into tangible operational outcomes</li> <li>- A good understanding of the concept of horizontal, cross-cutting delivery and how to apply in practice</li> <li>- Experience of market research and analysis</li> <li>- Experience of marketing and communications</li> <li>- Knowledge of adult education funding (ASF, employer-led provision, sector-based programmes)</li> <li>- Understanding of programme management methodologies (e.g. Agile, PRINCE2, APM)</li> <li>- Experience working with senior stakeholders and multi-agency partnerships</li> </ul>
<b>Role Summary</b>	<p>Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.</p>

<b>Reference Number</b>	<p style="text-align: center;">BM-2026-157</p>
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