

Role Profile

Part A - Grade & Structure Information

Job Family Code	11BF	Role Title	Change Manager
Grade	PS11	Reports to (role title)	Transformation Lead
		Directorate/School	Resources Directorate
JE Band	439-518	Service/Department	Transformation Support Unit
		Date Role Profile was created	Apr-22

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.

Role Purpose including key outputs	The Change manager will be supporting a significant organisational cultural change programme looking to deliver a new operating model through new ways of working and improved use of technology to deliver value with a focus on customer experience, stakeholder management and people engagement. The Change Manager will operate across the organisation to build good relationships that help facilitate a drive a change in ways of working. The Change Manager will ensure that the Transformation Programme is meeting it's milestones and delivering a range of benefits both financial, people and culture. The Change Manager, working alongside the Transformation team of programme, project & communication specialists, will facilitate change interventions across the council driven by changes to technology, process re-engineering & a new transactional services operating model for Surrey.
Work Context	<p>The role will manage a project within the council's Transformation Programme. These projects/programmes are critical to the future of the organisation - while they have their own outputs, all contribute to the overarching goals of delivering significant savings, changing the way we work and providing excellent outcomes for residents.</p> <p>The role will sit within the Transformation Support Unit but be assigned to a specific project or programme. The focus of the programme could be within any council service. The role can work from any of our Council offices as well as remotely - reflecting the culture of agile working that we are developing across the organisation. The role, working alongside the wider programme team, will need to be able to lead services through change whilst those same services will have competing priorities that will impact on their ability or motivation to engage with the programme. The role will be working with teams to identify the benefits that the programme can provide to their service. The role will need to understand the wider agenda and be able to deliver solutions to support this, whilst also recognising the day-to-day needs of the services and teams.</p>
Line management responsibility if applicable	There is no direct line management responsibility but the role will need to matrix manage staff from a range of disciplines that are able to bring their expertise and skills to the programme in order to resolve barriers to change and overcome any challenges.
Budget responsibility if applicable	No direct budget responsibility but needs to be aware of the overall Programme resources, how changes to service delivery will have financial and non-financial benefits and how they can be best used effectively.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • 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. <p>Service Delivery</p> <ul style="list-style-type: none"> • 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. • 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. • Ensure professional and quality service standards are maintained and applied within their area of activity. <p>Planning & Organising</p> <ul style="list-style-type: none"> • 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. • Lead major projects and reviews within a defined area of work to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation's policies and procedures. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>People Management</p> <ul style="list-style-type: none"> • Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service. • 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. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & 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>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Degree or equivalent, or significant vocational experience showing development in a series of progressively more demanding relevant work/roles. • Professional qualification or evidence of high. level understanding of relevant business disciplines. • Extensive and comprehensive knowledge of computerised business systems, able to promote the use of IT systems within the service (some roles). • Extensive knowledge of principles, practices, and procedures relating to business planning and financial and organisational management. • 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. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills with the capacity to devise and implement innovative solutions. • Proven ability to manage a wide range of complex projects or programmes. • Significant work experience at management level in one or more relevant specialist areas. • Demonstrable experience in successful recruiting, managing, coaching and developing of staff.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Authoritative, credible and committed to delivering improvements in public service.</p> <p>Ability to carry out reviews of major functions or processes and work flexibly to meet changing demands and priorities.</p> <p>Some understanding of Local Government.</p> <p>Ability to work comfortably with colleagues and managers at all levels and with a wide range of stakeholders including Members.</p> <p>Forward thinking, positive and action orientated with the ability to influence others to achieve beneficial changes.</p>

Role Summary	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.
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