Job Description

Job Title	Senior Change Manager
Directorate	Strategy and Change
Service Area	Programme Management Office
Grade	9
Competency Level	2
Salary	£49,764 – £54,916
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A8823

Job Purpose

The Senior Change Manager will be based within Liverpool City Council's Corporate Transformation Team. Your work will maximise adoption of change initiatives by employees and residents and minimise resistance. These improvements will increase benefits realisation and outcomes associated with our Programmes and overall Portfolio.

The role focuses on the people side of change, ensuring our Transformation Portfolio uses effective change management to support delivery of lasting change. You will

take a lead on embedding change management approaches, tools and skills across our Transformation Team, within Transformation Projects and Programmes, and across the Organisation.

The Senior Change Manager will play a role on key change programmes and projects, providing direct change management support. You will also identify the requirements for Change Managers within programmes and projects.

The Senior Change Manager will enhance the overall organisational maturity and understanding of the value effective change management practices, acting as a coach to Senior Leaders in their roles on change. You will also look to build organisational capacity on change management, considering the use of change champions and opportunities to provide learning and development to change agents.

Directly Responsible For:

Change Managers. Must be able to directly manage people that are deployed in programmes through a sound understanding of matrix management principles.

Directly Responsible To:

Portfolio Manager. You will work closely with other senior Transformation Team members including the Director of Transformation, Head of PMO, and Transformation Business Partners.

Main Areas of Responsibility:

- Identify the Change Management resources and capacity required to deliver our complex change programmes and projects, leading on recruiting change managers as required
- Lead and coordinate Change Managers, including internal, agency or external resource, who will work on programmes of work that design and deliver effective change

- Support Project and Programme Managers within the Transformation Team to embed change management practices, approaches and tools into their change activity using a mixture of formal training, coaching and direct support to Programmes

- Working closely with colleagues in PMO you will design and implement clear change management standards, principles and tools across our Change Framework to help support the Transformation Team and Organisation in delivering change management.

- Lead change management activities within Programmes and Projects as required, applying change management principles and tools to create a strategy to support successful change adoption

- Support and coach programme/project teams on all areas of change management, including assessing the change impact and conduct impact analyses, assess change readiness and identify key stakeholders. In some cases you will directly deliver this activity

- Upskill roles within the Transformation Team on change management tools and techniques, to increase the successful delivery of change activity

- Plan and deliver change management training programmes and provide input, document requirements, and support the design and delivery of training programmes working alongside corporate learning and development teams

- Support and coach programme / project teams on change management readiness assessments including the preparation of risk mitigation plans, in some cases you will deliver this activity directly

- Consult and coach programme and project teams to ensure there is a clear understanding of what's required to prepare people for the change embedded within each programme, including strategies to tackle resistance

- Support and engage senior leaders ensuring appropriate support and coaching is in place for managers and supervisors, supporting organisational design and definition of roles and responsibilities

- Lead and coordinate activities with other specialists and integrate change management strategies into programme and project plans aligning wider enabling functions to understand requirements, capacity and expertise
- Support project and programme teams in evaluating and ensuring user readiness, managing stakeholders, and reporting issues
- Support project and programme teams to define and measure success metrics and monitor change progress at all stages of the programme/projects
- Produce, coordinate and present effective reporting to senior managers including Corporate Directors (SROs), political leaders and elected members, as required
- Lead and support change management at an organisational level including the coordination of council wide change champions as ambassadors
- Lead the ongoing development of our organisational maturity on change management approaches, including acting as a coach to senior leaders and planning opportunities to build organisational capacity

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively
- In addition to directly line managing Change Managers, the role will also be responsible for supervising a network of change champions and providing coaching support to project and programme teams, as well as all levels of management, to integrate change management activities into their project plans to ensure change readiness and to support staff through transitions

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reusing and recycling resources to reduce personal impact
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job will include using a computer and sitting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 2**.

The competency framework can be found here.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility.

Personal Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Has a recognised qualification in Change Management or equivalent experience (A)

Desirable

- A CIPD qualification
- A project or programme management qualification
- Evidence of continuing professional development in relevant areas of expertise

Experience

Essential

- Significant experience of managing and leading complex change programmes that involve multiple stakeholders in a public sector environment (A, I)
- Proven experience of leading and managing teams within a complex change management environment (A, I, P)
- Experience of coaching senior leaders and / or peers to reach a shared goal / outcome (A, I)

Skills/Abilities

Essential

- A deep understanding of how people go through change and the change process (A, I, P)
- Experience and knowledge of change management principles, methodologies and tools (A, I, P)
- Exceptional communication skills, both written and verbal with excellent active listening skills (A, I, P)
- Ability to clearly articulate messages to a variety of audiences and the ability to establish and maintain strong relationships across multiple stakeholders (A, I, P)
- The ability to influence others and move toward a common vision or goal and be flexible and adaptable; able to work in ambiguous situations (A, I, P)
- Resilient, tenacious and self-driven, able to take ownership and move forward with ambiguous instruction or direction (A, I)
- Organised with a natural inclination for planning strategy and tactics with excellent problem solving and root cause identification skills (A, I, P)

Desirable

- High level of business acumen and understanding of organisational issues and challenges
- Able to work effectively at all levels in an organisation and must be a team player and able to work collaboratively with and through others
- A natural motivator, passionate about securing improved outcomes for residents and communities through the leadership role that local authorities play within the system

- Familiarity with project management approaches, tools and phases of the project lifecycle with experience of large-scale organisational change
- Able to plan and deliver learning and development / training in order to increase knowledge and skills in the area of change management

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council