



Coventry City Council

Job Description

Job Title:	Change Manager – Transformation	Job Number:	P1514D
Services:	ICT, Transformation and Customer Services	Grade:	8
Location:	One Friargate Coventry		

Job Purpose:

1. Work as part of a team to ensure that the Transformation function delivers the organisational **vision** for service delivery.
2. Drive **change** and continual improvement by looking beyond the installation of a project to the implementation, focusing on people and their behaviours whilst still ensuring the achievement of **performance** objectives.
3. Support providing the vision, direction and leadership for the Transformation function and the wider organisation to promote a culture where the **customer** is at the heart of everything it does.
4. Undertake **management** of delivering service improvement, management of end to end projects and cost reduction as part of the Council's Transformation Programme.

Main Duties and Responsibilities:

1. Support the Transformation Manager to integrate and sustain change with a clear focus on people whilst determining appropriate measures of performance, both quantitative and qualitative, reflecting Programme progress, delivery of infrastructure, channel shift and customer experience.
2. Set clearly defined objectives, targets and plans.
3. Use a change management lifecycle process to ensure that communication and the impact of change on people is at the heart of what you do whilst at the same time ensure that outcomes are timely and effective with effective performance management systems in place.
4. Support senior officers to enable the financial targets within individual projects and overall programme to be met.
5. Establish and maintain standards, approaches and methods for change management to ensure consistency and quality.
6. To organise research, benchmarking, process mapping as required to develop understanding of the service baseline and financial performance and costs.
7. Make informed and consistent business focussed decisions and presenting a compelling rationale for the chosen options.
8. Support continuous improvement through the review of project/ programme structure, resourcing, managing the people side of risks, funding, and dependencies.
9. To work with various stakeholders including external partners, to build, maintain and promote



Coventry City Council

effective working relationships.

10. Drive service improvements to progress the Transformation offer to the customer and to derive maximum value.
11. To lead, motivate and manage project team staff to ensure the efficient and effective delivery of the project to achieve service improvement and cost reduction within timescales.
12. Deputise for the Programme Managers and fellow Project Managers.
13. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:		Responsible to:	Programme Manager
Date Reviewed:		Updated:	December 2020



Coventry City Council

Person Specification

Job Title:	Change Manager – Transformation	Job Number:	P1514D
Services:	ICT, Transformation and Customer Services	Grade:	8
Location:	One Friargate Coventry		

Area	Description
------	-------------

Knowledge:	Excellent working knowledge of change management
	Thorough understanding of how to lead and motivate staff in a Transformation environment
	Excellent working knowledge of change, project and programme management methodologies including benefits realisation
	A good understanding of local government, the services it provides, the decision making processes and relationships with national government
	Knowledge of equal opportunities and diversity

Skills and Abilities:	Ability to build and maintain critical working relationships to ensure that an organisation adopts change with the aim of getting people committed to the change and to learn new behaviours and sustain them
	Excellent negotiating, mentoring and coaching skills and strong influencing skills
	Self-manage, to enable workload organisation, prioritisation and implementation, with minimum supervision
	Able to matrix manage teams and individuals, manage stakeholders and tasks.
	Able to manage financial and overall performance of projects
	Able to manage changing requirements including managing multiple deadlines and conflicting demands in projects
	Excellent communication skills, including report writing and ability to communicate complex information simply
	Ability to challenge assumptions
	Excellent analytical and decision making skills which draw valid conclusions and inform performance
	Ability to be creative and commercial and contribute towards the strategic planning of the Section
	To lead on best practice in the field of transformation and change

Experience:	Experience of successful change/project management
--------------------	--



Coventry City Council

	Proven experience of managing resources (including budgetary control) and managing the delivery of high performance through people
	Working with stakeholders, partners and/or elected members
	A track record of developing & implementing continuous improvement in service delivery
	Success at change management

Educational:	Higher or relevant further educational qualifications or relevant experience and evidence of continual personal development
---------------------	---

Special Requirements:	
------------------------------	--

Date Reviewed:		Updated:	December 2020
-----------------------	--	-----------------	---------------