

## Job Description and Person Specification

### Change Manager

#### Job Details

Grade	GRD8
Service	Transformation
Location	Friargate
Job Evaluation Code	P1514D

#### About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

**Open and fair:** We are open, fair and transparent.

**Nurture and develop:** We encourage a culture where everyone is supported to do and be the best they can be.

**Engage and empower:** We engage with our residents and empower our employees to enable them to do the right thing.

**Create and innovate:** We embrace new ways of working to continuously improve the services we offer.

**Own and be accountable:** We work together to make the right decisions and deliver the best services for our residents.

**Value and respect:** We put diversity and inclusion at the heart of all we do.

#### 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 continuous improvement to ensure the achievement of performance objectives.
3. Promoting the vision, direction and leadership for the Transformation function and the wider organisation. 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 & Key Accountabilities

Providing support to integrate and sustain change with a clear focus on people. Determining appropriate

measures of performance, reflecting Programme progress, delivery of infrastructure, and customer experience.
Setting clearly defined objectives, targets and plans.
Using a change management approach to ensure that the impact of change on people is at the heart of what you do.
Planning projects, developing and reviewing activity to ensure that outcomes are timely, effective and performance is managed.
Supporting senior officers to enable the financial targets within individual projects and overall programme to be met.
Establishing and maintain standards, approaches and methods for change management to ensure consistency and quality.
Organising research, benchmarking, process mapping as required to develop understanding of the service baseline and financial performance and costs.
Making informed and consistent business focussed recommendations and presenting a compelling rationale for the chosen options.
Supporting continuous improvement through the review of project/ programme structure, resourcing, managing the people side of risks, funding, and dependencies.
Working with various stakeholders including external partners, to build, maintain and promote effective working relationships.
Driving service improvements to progress the Transformation offer to the customer and to derive maximum value.
Leading, motivating and managing a project team to ensure the efficient and effective project delivery.

Key Relationships	
External:	Residents, communities, partner organisations
Internal:	All council services.

Standard Information
Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

#### Responsible for

There are no line management requirements

### Person Specification

#### Requirements

##### Knowledge

Have excellent working knowledge of project and change management

Have thorough understanding of how to lead and motivate staff in a Transformation environment

Have a good understanding of local government, the services it provides, the decision making processes and relationships with national government

##### Skills And Ability

Able to build and maintain critical working relationships, including negotiating, mentoring and coaching skills and influencing skills

Able to matrix manage teams and individuals, stakeholders, tasks, financial impact and overall project performance

Able to manage changing requirements including managing multiple deadlines and conflicting demands in projects

Have excellent communication skills, including report writing and ability to communicate complex information simply and challenge assumptions.

Have excellent analytical and decision making skills which draw valid conclusions and inform

	performance
Experience	Have experience of managing resources (including budgetary control) and managing the delivery of high performance through people
	Have successfully worked with stakeholders, partners and/or elected members
	Have a track record of planning, developing & implementing change, continuous improvement in service delivery
Qualification	Have a good standard of education, relevant experience and evidence of continual development