

# Job Description and Person Specification

Role: Change Manager



## Job Description

<b>Job Title</b>	Change Manager
<b>Grade</b>	8
<b>Service</b>	Transformation
<b>Reports to</b>	Strategic Lead: Transformation and Change
<b>Location</b>	One Friargate
<b>Job Evaluation Code</b>	



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** 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:



## About the Service your team will provide

### Purpose of the role

1. To work as part of a team to ensure that the Transformation function delivers the organisational vision for service delivery.
2. To drive change and continuous 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. To 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. To 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

### Core Knowledge

- 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.
- Set clearly defined objectives, targets and plans.
- 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.
- Support senior officers to enable the financial targets within individual projects and overall programme to be met.
- Establish and maintain standards, approaches and methods for change management to ensure consistency and quality.
- To organise research, benchmarking, process mapping as required to develop understanding of the service baseline and financial performance and costs.
- Make informed and consistent business focussed decisions and presenting a compelling rationale for the chosen options.
- Support continuous improvement through the review of project/ programme structure, resourcing, managing the people side of risks, funding, and dependencies.
- To work with various stakeholders including external partners, to build, maintain and promote effective working relationships.
- Drive service improvements to progress the Transformation offer to the customer and to derive maximum value.
- 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.
- Deputise for the Programme Managers and fellow Change/Project Managers
- Any other duties and responsibilities within the range of the salary grade.

## Key relationships

<b>External</b> The post holder will work with key partners externally to the organisation across the public, private and community and voluntary sector	<b>Internal</b> The work of the Transfo
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## Standard information

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

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

### Staff managed by postholder:

There are no line management requirements

## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
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 diversity and inclusion	
<b>Skills and Abilities</b>	
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 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	
<b>Experience</b>	

Experience of successful change/project management
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
<b>Qualifications</b>
Higher or relevant further educational qualifications or relevant experience and evidence of continual personal development
<b>Special Requirements</b>
None

Date Created	14/11/2023	Date Reviewed	
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