

# Job Profile

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## Business Change Manager

Grade: 11 JE ID pos\_14762 Date created: July 2021

### About the Job

As Business Change Manager you will be responsible for ensuring all strategic change initiatives meet objectives on time and on budget by increasing adoption and usage. You will focus on the people side of change, including changes to business processes, systems and technology, job roles and organisation structures. Your primary responsibility will be creating and implementing change management strategies and plans that maximise adoption and usage and minimise resistance. You will work to drive faster adoption, higher ultimate utilisation of and proficiency with the changes that impact employees. These improvements will increase benefit realisation, value creation, ROI and the achievement of results and outcomes.

### This is what we need you to do....

- Lead on the development of change impact assessments and evaluate the impact of planned organisational change.
- Manage one or more transformation initiatives from inception through to completion
- Lead on the development of change management plans for projects and/or change initiatives.
- Be responsible for identifying risks and developing documented risk mitigation tactics.
- Be responsible for identifying and managing anticipated resistance to change with detailed training and adoption plans.
- Lead change management work streams with a structured methodology / process.
- Lead on the development of communications relevant to change initiatives.
- Provide coaching and training to employees at all levels, including senior managers.
- Define success metrics and measure performance against these.
- Provide reporting and other updates to management and project teams.
- Collaborate with Project Managers to ensure change management is considered and planned.
- Support project teams during the transition period ensuring maximum user adoption and benefit realisation.
- Lead the continuous improvement of the Business Change approach across the organisation, including the toolkit, for the benefit of the council and all users
- Provide line management for Business Change Coordinators, providing them with leadership, direction and oversight, managing interdependencies and resolving conflicts.
- Ensure that the changes are understood, owned and embedded within the business itself.

## Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

## The ideal candidate will have...

### Experience

- Experience of managing business change projects and programmes
- Demonstrable experience of successful engagement with senior stakeholders
- Preparing and presenting clear, concise reports
- Risk management
- Supporting cost/benefit analysis and options appraisal
- Effective management of staff and teams
- Working with senior managers and politicians
- Benefits realisation
- Managing multiple demands and responsibilities in order to meet challenging deadlines
- Coaching/training in change management
- Line management (desirable)

### Behavioural attributes

- Must display the Gloucestershire County Council Leadership Behaviours (see separate doc)
- Collaborative approach
- Self-motivated and determined
- Excellent written and verbal communication skills
- Good negotiation skills
- Committed to high standards
- Able to work as part of a team
- Able to motivate and influence others
- Self-aware and open to learning
- Able to take and communicate decisions in a timely manner
- Able to enthuse, achieve buy in and drive change
- Exhibits attributes of a leader
- Well organised and able to meet tight deadlines

### Knowledge, Skills and Understanding

- Strong listening and communication skills
- A creative and analytical approach to work
- Effective facilitation and influencing skills
- Fundamental analytical and conceptual thinking skills
- Excellent documentation skills
- Good problem-solving skills
- Good understanding of change management principles, techniques & tools
- Able to exercise influence across a range of stakeholders, including managers senior to the post-holder

### Education and Qualifications

#### Essential

- Educated to degree level or equivalent
- Change or Project Management Qualification

#### Desirable

- Experience of working in a business change management or related field

