# Job Profile

## Business Change Coordinator

**Grade:** **Date created: January 2023**

**Grade 7**
ID 2048

### About the Job

As Business Change Coordinator you will be responsible for supporting the Business Change Manager in:

1) Ensuring that all change initiatives meet objectives, increase employee adoption and usage, and realise organisational benefits.
2) Developing and maintaining the library of change management assets for use in GCC.
3) Organising and administering specific change management activities, events, and training.
4) Creating and developing content for change management communications and engagement.

### This is what we need you to do….

- Develop an understanding of appropriate business change methods, tools, and techniques.
- Develop an understanding of the contribution that change management can make to business objectives, defining strategies, validating, and justifying business needs.
- Understand how to ensure consideration of the full implications of change on the business and all relevant stakeholders.
- Support the Business Change Manager in the development of change impact assessments and the evaluation of the impact of planned organisational change.
- Support the Business Change Manager with one or more transformation initiatives.
- Document change management plans for projects and/or change initiatives at the direction of the Business Change Manager.
- Develop your understanding of risks and developing documented risk mitigation tactics.
- Support the Business Change Manager in managing anticipated resistance to change with detailed training and adoption plans.
- Carry out duties to support change management work streams following a structured methodology / process.
- Support the sequence of activities to bring stakeholders to the required level of commitment, prior to going live.
- Co-create communications relevant to change initiatives with the Business Change Manager.
- Monitor success metrics and report performance against these.
- Support the production of reports and other updates to management and project teams.
- Build and maintain change management templates as assets for use in GCC.

- Collect and collate change management case studies and user stories as assets for reuse in training and other events.

## 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 supporting change projects and programmes
- Experience of successful engagement with stakeholders
- Preparing and presenting clear, concise reports
- Experience of leading and facilitating workshops/training
- Experience of working in a Digital/ICT environment
- Managing multiple demands and responsibilities to meet challenging deadlines

### Knowledge, Skills and Understanding

- Strong listening and communication skills
- A creative and analytical approach to work
- Good facilitation and influencing skills
- Fundamental analytical and conceptual thinking skills
- Excellent written and verbal communication skills
- Good problem-solving skills

### Behavioural attributes

- Must display the Gloucestershire County Council Leadership Behaviours (see separate doc)
- Collaborative approach
- Confident, enthusiastic, self-motivated, and determined
- 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 and development
- Able to take and communicate decisions in a timely manner
- Well organised and able to balance competing demands and meet tight deadlines without direct supervision
- Customer focussed

### Education and Qualifications

<u>Essential</u>

- GCSE Maths and English level 9-4 (or equivalent)
- Experience of leading / supporting others / teams through change
- Demonstrable project management experience