ITS Change Manager

Department: Chief Operating Office

Division: Intelligent Client Function

Reports to: Head of ITS Change Management

JE Reference: COO1027

Grade: 12   **JE Date:** 10/6/2021

Job purpose

Developing and delivering a Change management plan across all departmental directorates to support the delivery of the ITS Programme The newly establish ITS change management team will provide a number of change managers reporting into the ITS Head of Change Management and the team will collectively support the delivery of ITS business change in collaboration with Delivery partners.

Job specific outcomes

The ITS change manager will play a key role in ensuring project ITS Programme (change initiatives) meet objectives on time and on budget by increasing employee adoption and usage. The role will focus on the people side of change, including changes to business processes, systems and technology, job roles and organization structures.

The primary responsibility will be creating and implementing change management strategies and plans that maximize employee adoption and usage and minimize resistance. The change manager will work to drive faster adoption, higher ultimate utilization of and proficiency with the changes that impact employees. These improvements will increase benefit realization, value creation, ROI and the achievement of results and outcomes.

Support senior stakeholder management and engagement strategies for the ITS Programme, being transparent about competing priorities and challenges in order to persuade, negotiate and manage expectations across different stakeholder groups.

Agree and oversee the benefits realisation for the ITS Programme to ensure that change and continuous improvement projects contribute to the overall business objectives; communicate progress with senior stakeholders on a regular basis.

Analyse complex situations and use evidence, experience, and sound professional judgement to develop a strategic understanding of the portfolio and its dependencies and resolve issues where there are conflicts in stakeholder perspectives and priorities.

Lead the design and implementation of ITS change projects to achieve the business target benefits and develops strategies to engage frontline staff and other key stakeholders to secure their support for the change.

Provide challenge and commentary about any aspect of the business change grogramme to shape the programme so that business objectives and expected benefits can be delivered.

Advise on data needed to support development of the portfolio so that key project decisions and governance are supported by a sound base of evidence; oversee the establishment and assessment of departmental performance standards through systemic reporting of appropriate management information to inform optimal improvements to service delivery models.

Identify and advocate for opportunities for digital systems to support change and continuous improvement and liaises with the corporate Modernisation and Digital Team to progress, so that digital systems support business needs.

Lead on the optimal allocation of team resources to ensure work is completed timely and efficiently; coach, mentor and where appropriate provide line management of other members of the Office of the Director General as well as other stakeholders outside the Business Change team to develop colleagues' capabilities in designing and delivering change.
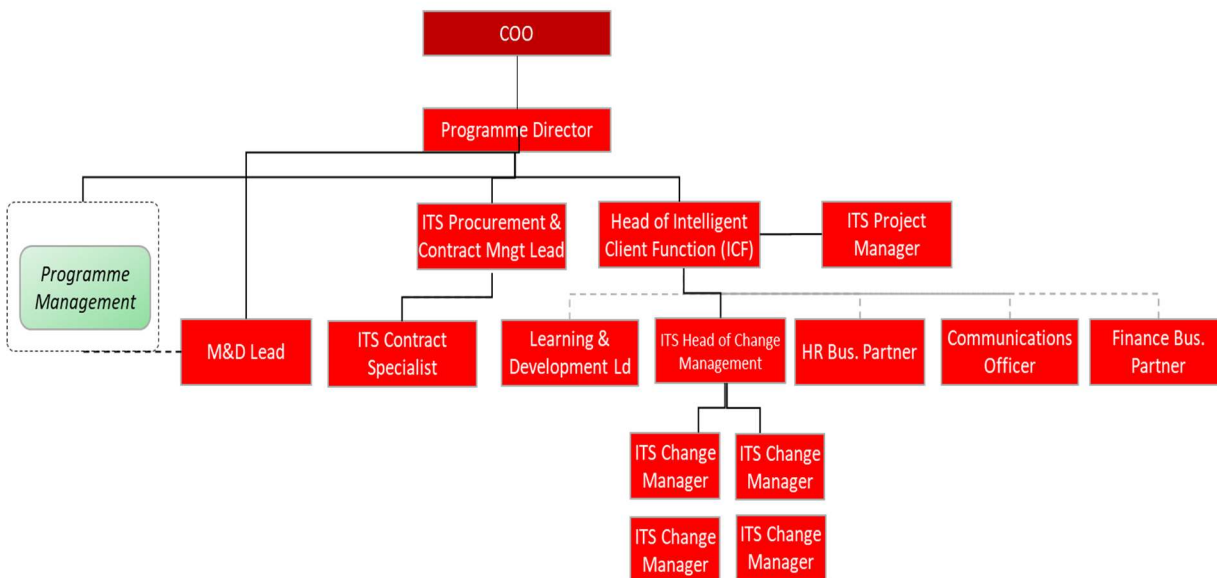
Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisation chart

Role reporting structure of the ICF

Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications *Please state the level of education and professional qualifications and / or specific occupational training required.*	A relevant degree in a subject that will give some theoretical background in change and/or business management or demonstrate such a level of equivalent qualifications and experience One or more recognised programme, project or change management qualifications (e.g. MSP, PRINCE2, AGILE, Lean, etc.) A recognised management qualification or equivalent experience gained in a management role	
Knowledge *This relates to the level and breadth of practical knowledge **required** to do the job (e.g. the understanding of a defined system, practice, method or procedure).*	In depth knowledge of: Business change, data and information management A solid understanding of how people go through a change and the change process] Experience and knowledge of change management principles, methodologies and tools	Knowledge of: Government of Jersey structures and central SoJ project management processes The activity and processes of Government Management reporting as it relates to this role Priorities, key objectives, risks and issues relevant to the department division and the role
Technical / Work-based Skills *This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.*	Computer literate with ability to operate the Microsoft Office package Ability to use technical business applications	Driving licence (Group B)

	designed to capture, store, manipulate and analyse technical data The ability to scope, plan, implement and realise the benefits of a change project through interpretation of quantitative and qualitative information Analytical skills to understand highly complex problems or situations, select the appropriate approach to resolve the problem Understanding of project budget and resource planning and allocation.	
General Skills/Attributes *This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.*	Problem solving, negotiation and influencing skills Confident decision-maker Ability to develop innovative approaches to change and service delivery Ability to lead, motivate and manage teams to facilitate achievement of high delivery and performance and manage poor behaviour Strong relationship building skills Confident public speaker Ability to present effectively, both verbally and in writing Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation Well organised; able to deal with multiple competing priorities and a high workload.	

Experience *This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).*	Experience of: Planning and implementation of change projects Data management, data analysis and development Managing staff and budgets Stakeholder management Ability to clearly articulate messages to a variety of audiences Experience with large-scale organizational change efforts Resilient and tenacious with a propensity to persevere	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 4 core accountabilities attributes and behaviour indicators.