

Business Change Manager

Department:	Infrastructure, Housing and Environment	
Division:	Office of the Director General	
Reports to:	Head of Office	
JE Reference:	GHE1003	
Grade:	CS12	JE Date: 04/09/2020

Job purpose

Developing, leading on and delivering a portfolio of complex strategic change and continuous improvement projects across all departmental directorates to support the delivery of the department's vision to secure and deliver high quality services to the Island in a self-financing and more appropriate commercial way.

Job specific outcomes

Lead and deliver a portfolio of change and continuous improvement projects to ensure that appropriate project management methodologies, governance and reporting are in place and followed for their portfolio in order to achieve project objectives and realise target benefits.

Develop and describe a robust case for change for their portfolio of projects to prioritise projects and provide sound advice on investment and impact.

Lead senior stakeholder management and engagement strategies for the portfolio, 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 portfolio 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 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 programme 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.

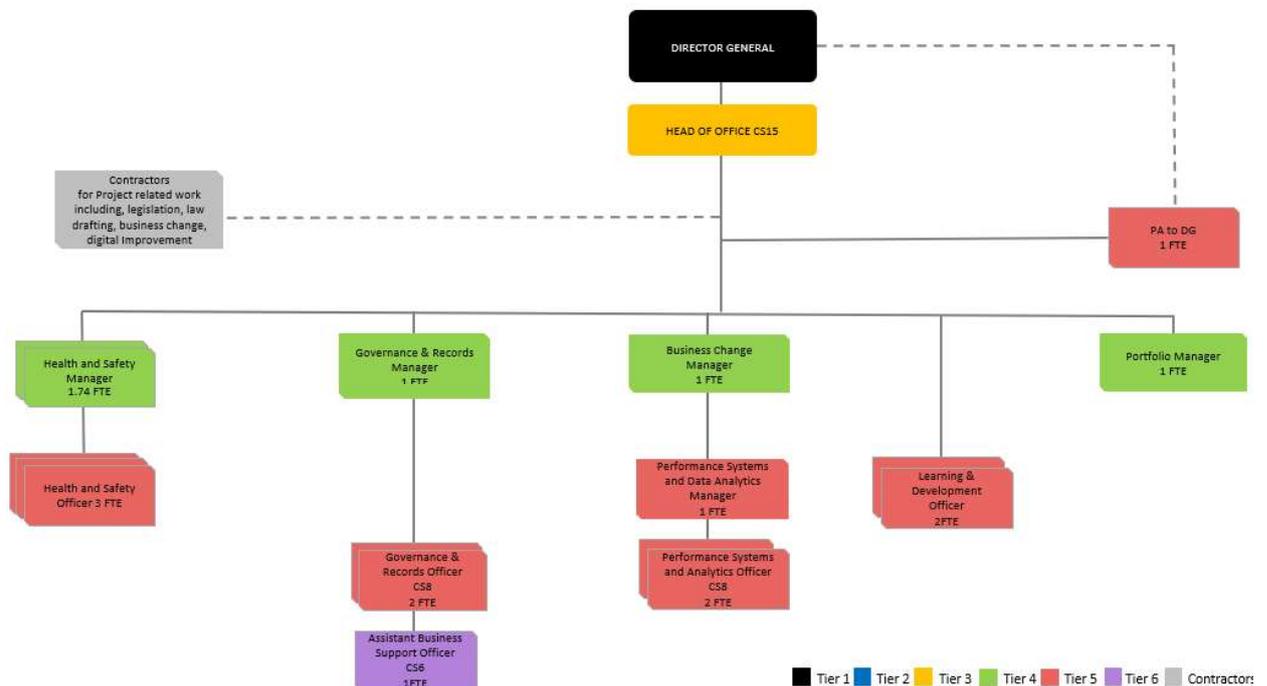
Lead on the optimal allocation of team resources to ensure work is completed timely and efficiently; coach, mentor and where appropriate provide line management of other members of the Office of the Director General as well as other stakeholders outside the Business Change team to develop colleagues'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



Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</p>	<p>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</p> <p>One or more recognised programme, project or change management qualifications (e.g. MSP, PRINCE2, AGILE, Lean, etc.)</p> <p>A recognised management qualification or equivalent experience gained in a management role</p>	<p>Business continuity qualification or experience gained in a previous role</p>
<p>Knowledge</p>	<p>In depth knowledge of:</p> <p>Business change, data and information management</p> <p>Project management methodologies, governance, stakeholder management and data analysis</p> <p>System and business process development</p> <p>Performance management and understanding of performance metrics</p>	<p>Knowledge of:</p> <p>Government of Jersey structures and central SoJ project management processes</p> <p>The activity and processes of Government</p> <p>Management reporting as it relates to this role</p> <p>Priorities, key objectives, risks and issues relevant to the department division and the role</p>
<p>Technical / Work-based Skills</p>	<p>Computer literate with ability to operate the Microsoft Office package</p> <p>Ability to use technical business applications designed to capture, store, manipulate and analyse technical data</p> <p>The ability to scope, plan, implement and realise the</p>	<p>Driving licence (Group B)</p>

	<p>benefits of a project through interpretation of quantitative and qualitative information</p> <p>Analytical skills to understand highly complex problems or situations, select the appropriate approach to resolve the problem</p> <p>Understanding of project budget and resource planning and allocation.</p>	
General Skills/Attributes	<p>Problem solving, negotiation and influencing skills</p> <p>Confident decision-maker</p> <p>Ability to develop innovative approaches to change and service delivery</p> <p>Ability to lead, motivate and manage teams to facilitate achievement of high delivery and performance and manage poor behaviour</p> <p>Strong relationship building skills</p> <p>Confident public speaker</p> <p>Ability to present effectively, both verbally and in writing</p> <p>Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation</p> <p>Well organised; able to deal with multiple competing priorities and a high workload.</p>	
Experience	<p>Experience of:</p> <p>Planning and implementation of change projects</p> <p>Data management, data analysis and development</p> <p>Managing staff and budgets</p>	

	Stakeholder management	
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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.

