

Head of Change Delivery

Department: Health and Community Services
Division: Health Modernisation
Reports to: Health Modernisation Director
JE Ref: HCS563
Grade: CS14 **JE Date:** 20/04/2020

Job purpose

Leading on the strategic change plan for the Modernisation Directorate to achieve the department's vision to create a healthy island with safe, high-quality, affordable care that is accessible when and where our service users need it.

Effective management of the investment budget for change projects and the staff budget for change practitioners and the authority to drive and support transformation change programmes that deliver strategic objectives.

Job specific outcomes

1. Translates strategy into tactics in order to deliver a clear vision and case for change and return on investment for the overall programme of change and continuous improvement projects.
2. Acts as the subject matter expert on specific modernisation programmes, systems integration, and delivering best practice improvement strategies in order to ensure that the design of the overall modernisation programme is appropriate and achievable.
3. Defines and rolls out change and continuous improvement projects within agreed parameters (e.g. resources, budget and timescales) in order to build the required organisational capacity and capability that can deliver the agreed financial and non-financial benefits.
4. Deals with complex and competing priorities to ensure high-quality project solutions that deliver outcomes to meet business objectives.
5. Prepares policy recommendations that are appropriate for the nature, scale and urgency of the projects within the business to deliver on the overall vision for change and delivery plans.
6. Provides quality assurance to the department on the delivery of projects, including insightful, concise and timely reports and programme presentations to support the modernisation strategy and future state delivery models.

7. Implements new change methodologies and tools and ensures their effective use to embed change capability “in the business” which will support project performance improvement across the organisation.
8. Builds strong and positive networks of senior relationships with senior internal stakeholders and external partners, working collaboratively to shape the benefits and schedule change initiatives to deliver cost effective and timely projects.
9. Owns personal and team’s professional development and motivates stakeholders outside of the Modernisation team to develop organisational capability in designing and delivering change projects that deliver cost and service improvements.
10. Implements exceptional governance, ensuring high quality and cost effective service provision that is safe. Ensures that systems, processes and information flows are in place to maintain oversight of risks and issues, establishing metrics and evaluation that is valid and fit for purpose.

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.

Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

Change Management team

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to degree level in a subject that demonstrates a high level of literacy and equivalent qualifications or experience</p> <p>Holds one or more recognised programme, project or change management qualifications (e.g. MSP, PRINCE2, AGILE, Lean, etc.)</p>	
<p>Knowledge <i>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).</i></p>	<p>Specialist knowledge of programme management methodologies and governance.</p> <p>Detailed knowledge of implementation and benefits realisation of systems in support of change business change and continuous improvement</p> <p>Strong working knowledge of design, implementation and service management areas such as systems integration, requirements definition, infrastructure and installation</p>	<p>Knowledge of States of Jersey financial processes and Financial Directions.</p> <p>Knowledge of States of Jersey structures and central SoJ project management processes</p> <p>Knowledge of States of Jersey initiatives that are interdependent with health modernisation projects.</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Analytical skills to understand highly complex problems or situations, select the appropriate approach to resolve the problem</p> <p>Ability to turn strategy into reality and plan a highly complex programme of work considering</p>	

	<p>interdependencies, resource and cost implications.</p> <p>The ability to scope, plan, implement and realise the benefits of a project through interpretation of quantitative and qualitative information</p> <p>Demonstrable skills using such as Microsoft Word</p>	
<p>General Skills/Attributes <i>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.</i></p>	<p>Provide and receive highly complex, sensitive and contentious information, negotiate with senior stakeholders on difficult and controversial issues, and present complex and sensitive information to large and influential groups.</p> <p>Ability to produce high-quality, easy-to-understand written reports and presentations, which may include succinct summaries of highly complex situations.</p> <p>Persuade senior stakeholders of the respective merits of different options, innovation and new opportunities.</p> <p>Negotiate on difficult and very complex issues.</p>	
<p>Experience <i>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</i></p>	<p>Budget management experience.</p> <p>Leading the development and delivery of strategy.</p> <p>Project/programme/change management experience.</p>	

<p><i>(for example a period of post-qualification experience).</i></p>	<p>Experience in the planning, management and delivery of change and continuous improvement projects</p> <p>Demonstrable experience in senior stakeholder management.</p> <p>Successful delivery of multiple projects across the full lifecycle, from planning through to implementation and benefits realisation</p>	
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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 States of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.