

Senior Change Manager

Department: Health and Community Services

Division: Health Modernisation

Reports to: Head of Change Delivery

JE Ref: HCS569

Grade: CS12

JE Date: 20/04/2020

Job purpose

To develop, lead and deliver a portfolio of complex strategic change and continuous improvement projects across the whole of the health and care system to support the delivery of 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.

Job specific outcomes

1. Leads and delivers 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.
2. Develops and describes a robust case for change for their portfolio of projects in order to prioritise projects and provide sound advice on investment and impact.
3. Leads senior stakeholder management and engagement strategies for the portfolio and is transparent about competing priorities and challenges in order to persuade, negotiate and manage expectations across different stakeholder groups.
4. Agrees and oversees the benefits realisation for the portfolio to ensure that change and continuous improvement projects contribute to the overall business' objectives, and communicates progress with senior stakeholders.
5. Analyses complex situations and uses 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.
6. Leads 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.
7. Provides challenge and commentary about any aspect of the Modernisation programme to shape the Modernisation programme so that business objectives and expected benefits can be delivered.
8. Advises on data needed to support development of the portfolio so that key project decisions and governance are supported by a sound base of evidence.
9. Identifies and advocates for opportunities for digital systems to support change and continuous improvement and liaises with the Digital Delivery Team to progress so that digital systems support business needs.
10. Coaches, mentors (and where appropriate provides line management of) other members of the Modernisation Team as well as other stakeholders outside Modernisation 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.

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 will give some theoretical background in change and/or business management or demonstrate such a level of equivalent qualifications and 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>Excellent grasp of project management methodologies, governance, stakeholder management and data analysis.</p>	<p>Knowledge of States of Jersey financial processes and experience of managing budgets.</p> <p>Knowledge of States of Jersey structures and central SoJ project management processes</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>Numerical skills and the ability to produce accurate management information</p> <p>The ability to scope, plan, implement and realise the 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>

	<p>Ability to break down potential solutions into manageable elements and plan these in a logical and sequential manner, considering interdependencies, resource and cost implications.</p> <p>Demonstrable skills using such as Microsoft Word, Excel, PowerPoint and Project</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>Excellent oral communication to liaise with, persuade and influence senior stakeholders and those at all levels</p> <p>Must have an eye for detail, the ability to problem solve, to process work with accuracy and prioritise tasks</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>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 (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>The ability to scope, plan, implement and realise the benefits of a project through interpretation of quantitative and qualitative information</p> <p>Experience in stakeholder management</p>	

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 4 core accountabilities attributes and behaviour indicators.