

Post Title: **Project Manager: Change Management**

Reports to: Programme Manager: Change Management

Grade: Grade SCP36-SCP42 (£44,576-£51,742)

Location: West Lothian Civic Centre, Howden South Road, Livingston, West Lothian EH54 6FF. It is anticipated that the role will involve a blended model of office and home working, and this flexible approach will be agreed between employee and line manager.

Duration of contract: Until March 2027

Contract type: Fixed Term

Company Overview:

The Improvement Service (IS) is a publicly funded company limited by guarantee, with a total annual budget in the region of £12 Million. We exist to support councils and their partners to improve the health, quality of life and opportunities of all Scottish people through community leadership, strong local governance and the delivery of high quality, efficient local services.

Working for the IS means joining professionals, who work together to strive for continuous improvement in the public sector and ultimately, better outcomes for Scotland's communities.

Our company headquarters are based in West Lothian, located conveniently for commuters between Edinburgh and Glasgow. Pay is only one of the benefits of working for the IS, our terms and conditions are progressive and flexible, and employees are rewarded with a generous annual leave entitlement of forty-one days per year as well as a flexible working policy.

The IS is committed to promoting equality and diversity in all its activities to promote inclusive processes, practices and culture.

Part 1 – Job Role

Background:

The overarching purpose of the Improvement Service's Transformation, Performance and Improvement team is to support councils and partnerships to deliver transformational and operational level change to improve outcomes for local communities across Scotland. This includes leading the Programme Management Office (PMO) in support of the Solace/IS Transformation Programme. The team also supports other IS programme teams in the delivery of projects where a focus on change implementation will increasingly feature. The team also supports other IS programme teams in the delivery of projects where a focus on change implementation will increasingly feature.

There is a growing need for the public sector to embrace alternative operating models, adaptive and agile organisational structures, effective partnering and engagement, and invest in developing the skills and capacity of those delivering public services – in short, robust collective transformational change capacity.

Purpose:

To work collaboratively in a key project management role to support councils and their partners to deliver transformational and operational level change in order to improve outcomes for local communities across Scotland. The post-holder will be part of the IS Change Management Team within the IS Transformation, Performance and Improvement team. To support councils and their partners to develop the skills and capacity necessary to deliver change. To deliver tailored support to councils and partnerships and collective support through the IS facilitated Change Managers' Network.

Scope:

We support councils and partnerships deliver transformational and operational level change. The role will deliver this by;

- Working as part of the IS/Solace Programme Management Office to manage projects within the Solace/IS Transformation programme in line with the strategic direction of the thinkpiece. Ensuring a consistent project management approach is taken from project inception through to delivery;
- Building change and transformation skills and knowledge capacity across the local government sector.
- Facilitating collaboration and networking for change and transformation colleagues across local government and partner agencies. This includes developing and facilitating our Change Managers Network both through our online community and events.
- Providing bespoke support to councils based on their identified need. Such as supporting councils and partnerships to consider how they redesign local services to deliver the changes that will support better outcomes by reducing inequalities across local communities. Furthermore, supporting councils and partnerships to undertake service reviews and develop business cases and options appraisal demonstrating an evidence base for change.

Key tasks and accountabilities:

1. To work with partners and stakeholders to deliver the projects within the Solace/IS Transformation Programme.
2. To work with partners and stakeholders in promoting and supporting collaborative and partnership working across councils and other public sector organisations, both at a local and national level.
3. To support councils and their partners (through various professional associations and networks) to contribute to the identification and development of national transformation projects
4. To support councils with building skills and capacity needed for change and transformation.
5. To deliver high quality facilitation, working with a range of stakeholders from across public services, using a range of different approaches.
6. To ensure an effective approach to knowledge sharing and dissemination of information across the organisation, to partners and the wider public sector.

7. To support councils in understanding and demonstrating the need for change and providing support to redesign how services are delivered. Using the appropriate business analysis and improvement tools and techniques.
8. To undertake market research on innovative practice and translate this into practical opportunities, particularly where transformation and alternative service delivery models exist.
9. To present, report and communicate complex business issues with a range of key stakeholders, including at an Executive level.
10. To effectively manage all required communication activities including marketing and promotion, workshop and events planning and execution, and stakeholder engagement.
11. To participate in networking and contribute learning and sharing of practice and experience
12. To support the Change Management Programme Manager to develop and manage a programme of work that meets the needs of all key stakeholders. Including tasks such as the coordination of plans, resources, risks, quality, performance and delivering ensuring the provision of regular and accurate progress and performance information for management and stakeholders.
13. To deliver the key tasks and accountabilities in a way that reflects Improvement Service values, aims and objectives.
14. To undertake other specified duties and responsibilities from time to time as required.

Part 2 – Person Specification

REQUIREMENTS (E = Essential; D = Desirable)	E	D
Education <i>Enter an 'X' in either essential or desirable</i> <ul style="list-style-type: none"> Educated to degree level or equivalent in a relevant discipline Project or programme management training or equivalent experience 	x	x
Skills <ul style="list-style-type: none"> Proven record of ability in demonstrating a range of consultancy skills, with particular emphasis on collaborative working Proven record of ability to adopt innovative and creative practice Excellent interpersonal, oral and written communication skills Ability to build and preserve effective relationships with partners / stakeholders Ability to develop and facilitate training sessions to both an internal and external audience Knowledge and understanding of business and commercial skills Proven record of ability in managing and delivering projects Demonstrable ability to facilitate and challenge groups at varying levels Proven record of ability in managing and delivering research projects Ability to be flexible and adapt to the variety of requests for support 	x x x x x x x x x	 x x

Knowledge <ul style="list-style-type: none"> • Knowledge of project management • Knowledge of business analysis and improvement tools and techniques • Knowledge of service design • Knowledge of change management • Knowledge of using digital technologies to drive service improvement 	x x	 x x x
Previous Experience <ul style="list-style-type: none"> • Experience in designing and delivering business change • Experience in business analysis / business intelligence • Experience of working in Scottish public sector/local government 	x	 x x
Other Requirements <ul style="list-style-type: none"> • Full driving licence • Understanding of the Improvement Service and its role in supporting Local Government and the wider public sector 		x x