

JOB OUTLINE	
JOB TITLE: Change Manager	JET CODE: 7984
DIVISION: Finance	
SERVICE/BUSINESS UNIT: Transformation	
REPORTING TO: Organisational Development Manager	
RESPONSIBLE FOR: No direct line management responsibility but will have responsibility for leading a Project Team or Teams consisting of a small number of staff seconded on a full-time or part-time basis to deliver a project or projects.	
JOB PURPOSE: To lead Change Management methodology/approach, processes, learning/training, and tools on Transformation projects that impact business processes, systems, and technologies within the Council. Responsible for tailoring change deliverables to meet the size, scale, and scope of the change, focusing on the individual change transition, whilst engaging sponsors and project managers in the Change management methodology/approach to demonstrate change success. This will involve the development and embedding of a robust Change Management framework to support project and programme managers. Lead organisational development projects related to workforce planning and embedding ELC leadership behaviours.	
MAIN DUTIES: To develop and implement change management methodology/approach and plans that maximise employee adoption and usage while minimising resistance. The Change Manager will work to drive faster adoption, higher ultimate utilisation of, and proficiency of changes that impact employees. Change Management – 70% of the role. • Develop and implement change management methodology/approach and plans to ensure successful adoption of new processes, systems, and behaviours. • Conduct impact analyses, assess change readiness, and identify key stakeholders.	

- Engage with and coach senior leaders to develop their capability and confidence as project sponsors.
- Conduct regular meetings with key stakeholders to provide updates and gather feedback.
- Design and deliver effective communication plans to keep all stakeholders informed.
- Create and distribute communications materials such as emails, newsletters, and presentations.
- Identify training needs and develop learning/awareness programmes to ensure employees are equipped to handle changes.
- Deliver workshops and develop materials where required.
- Identify potential resistance and develop plans to mitigate it.
- Provide coaching and support to managers and supervisors to help them through the change process.
- Monitor the progress of change initiatives and adjust strategies as needed.
- Measure and report on the effectiveness of change management activities.
- Work closely with project teams to integrate change management activities into project plans.
- Collaborate with service teams to ensure alignment and integration of change efforts.
- Continuously seek opportunities for improving change management processes.
- Gather and analyse feedback to improve future change initiatives.
- Establish and support project teams, ensuring they have the right blend of knowledge, skills, abilities, and experience to deliver the project according to the project plan.
- Support project managers and teams in fulfilling project outputs, meeting the overall programme requirements and the agreed project plan(s)
- Prepare reports as required for Portfolio, Programme or Project Boards, Service Manager, and senior council officials as appropriate.
- Identify potential transformation opportunities and develop and support the promotion and development of such opportunities, ensuring they remain aligned to Council values and objectives.

Workforce Development: 30% of the role

- Proactively identify through data/analysis services with future resource/skills gaps. Convince and influence relevant services to engage with consultancy support.
- Partner with service teams who request workforce planning development support on request.
- Design and deliver development programmes to address knowledge/skills gaps with the service.
- Evaluate and capture the benefits of this work to demonstrate value.
- Facilitate peer support groups/ and or workshops where required to embed ELC leadership behaviours.

General:

- Work with other officers and services to ensure knowledge transfer within project teams and to other Council staff and services.
- Contribute to the development of medium/ long term strategies or plans, including the Council Plan and the Service Plan.
- Represent the Council at appropriate external networks and meetings, actively seek and develop opportunities for partnership working, maintain personal contacts and participate in peer networks e.g. the Improvement Service.
- Represent managers as required, at meetings and internal/ external working parties considering the operational implications of initiatives, developments or changes in legislation, guidance, policies, or strategies.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- Degree level qualification or equivalent in a relevant field including sciences, social sciences, health, and social care or to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

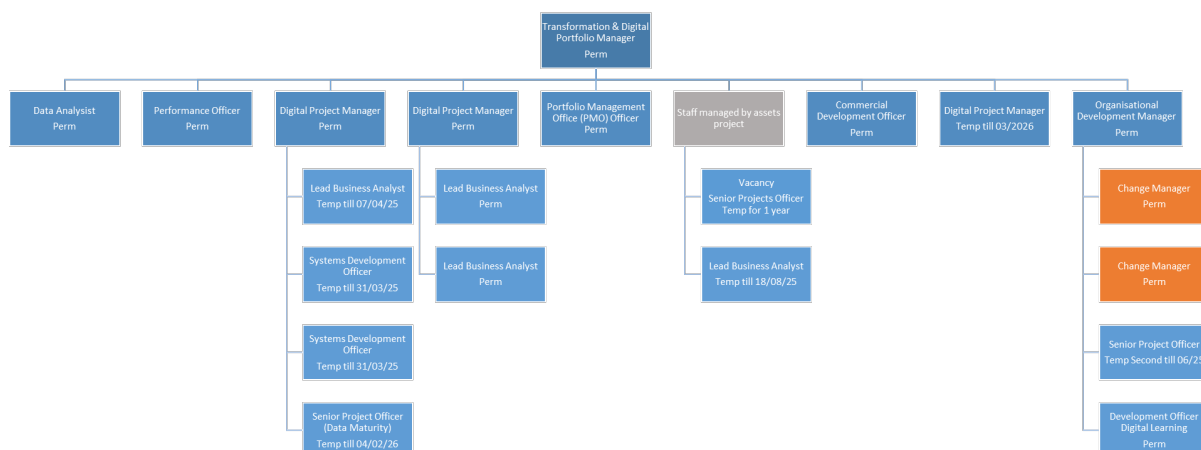
Disclosure Scotland:

- None.

Scottish Social Services Council:

- None.

ORGANISATIONAL STRUCTURE:



PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	Degree level qualification or equivalent in a relevant field including business, sciences, social science, health or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.	- PROSCI Train the Trainer Level 1 - PRINCE2, Agile or other project management certification - PROSCI accredited change management practitioner. - A full current clean driving licence
Previous Experience (Paid & Voluntary Work)	- Experience in a change management methodology or approach. - Experience of facilitation and developing and delivering learning/workshops - Experience of high-level influencing, negotiation and relationship building with senior stakeholders - Experience in leading, influencing, managing, and motivating project teams. - Experience of supporting cultural change in local authorities or similar organisational settings	Experience in Project Management and / or managing and delivering change management training.
Knowledge/ Skills /Competencies	- Strong understanding of change management principles, methodologies, and tools - Analytical and investigative skills - Project Management Skills - High level of competency in developing and managing a range of complex and competing projects - Resolving conflict and overcoming difficult situations	Knowledge of the public sector and of local government

	• Effective verbal and written communication skills at different levels of an organisation • helps others to understand and address their concerns about change. • proactively sells and champions change programmes to others. • manages major conflict which could prevent changes being implemented. • assesses the impact of change and puts measures in place to minimise risk. • plans the communication of change to explain what is different and what is the same. • reinforces acceptable behaviours and values of the Council. • motivates and drives teams to achieve departmental objectives. • ensures managers/people have the appropriate knowledge, skills, and experience to deliver results and cope with change.	
Personal Qualities	• Ability to use own initiative. • Ability to prioritise a varied and complex workload. • Ability to work under pressure and meet deadlines. • Ability to work flexibly as part of a team. • builds and maintains constructive working relationships with other teams and groups. • Ability to work to a high degree of accuracy, paying close attention to detail. • Ability to be creative. • Commits to own continuous improvement. • Presents information in a persuasive and convincing manner.	

	• asserts own opinions and expertise in tough situations. • Self-aware, proactive, patient, and confident when communicating with others.	
Council Behaviours	• We are Person Centred • We Initiate and Embrace Change • We Strive to be the Best We Can Be • We make things Happen. • We work Together	