Job Outline

Post:	Project Manager (Change)
Location:	Hybrid
Hours:	35 hours per week
Duration:	Permanent
Service:	Facilities and Fleet Management
Grade:	HC10 £51,506 - £56,329
	Salary placing - normally at the first point of the scale
Contact:	Amy Smith
	e-mail: amy.smith2@highland.gov.uk

Job Purpose :

To lead and deliver change initiatives within the Highland Council's Future Operating Model Programme, ensuring that projects are effectively communicated, adopted, and embedded across the organisation. Working with services, senior leaders, and stakeholders, the postholder will drive engagement and change management activities that support the successful delivery of the Future Operating Model. Through effective project leadership, governance, and stakeholder management, the role will help realise lasting benefits, improve organisational effectiveness, and contribute to better outcomes for communities across the Highlands.

Further Information

Our people are our greatest asset, and we are looking for an experienced and motivated individual who is passionate about helping employees, services, and communities to successfully navigate change. This is an exciting opportunity to play a key role in delivering the Highland Council's Future Operating Model, supporting transformational and behavioural change that will help create a more collaborative, innovative, and transformational organisation.

Working across a diverse range of services, you will support the successful delivery of change initiatives that improve the way we work, enhance service delivery, and realise sustainable benefits. You will be responsible for developing and delivering change, and communication and engagement activities that build business readiness, understanding, commitment, and confidence across the Highland Council.

This post is located within the Fleet and Facilities Management Service and reports directly to the Future Operating Model Programme Manager. The successful candidate will be a collaborative and proactive professional with excellent communication and stakeholder engagement skills. You will have experience in project management delivering lasting change and business improvement initiatives.

Most importantly, you will be committed to helping shape a culture of continuous improvement and ensuring that meaningful and sustainable benefits for our employees, services, and communities are delivered.

Employee Benefits

The Highland Council is committed to their employees and offers an excellent benefit package that can include:

- Flexible working patterns including both full-time and part-time opportunities. We want to accommodate the right candidate for the post, and we are able to assist lifestyle choices and other commitments you may have.
- Competitive salary with an incremental scale and annual pay review.
- Wide range of learning and development opportunities with an annual review to discuss career opportunities and progression.
- 27 days paid holiday plus 7 Public paid holidays (pro rata for part-time staff), rising to 32 days paid holiday (pro rata for part-time staff) after 5 years continuous service at the commencement of the next leave year.
- Pension Scheme, including employer's contribution of 19.5%
- A genuine commitment to the health and wellbeing of our employees with access to the new Employee Assistance Programme.
- Family Friendly staff policies including Parental Leave.
- Cycle to Work scheme.
- Employee discount/reward schemes from major and local retailers.

If you are interested in working for Highland Council and being part of a team that is continually improving their service please view the further information, job description, and person specification and then apply online.

The Highland Council - Ambitious, Sustainable and Connected.

The Highland Council's operational Delivery Plan is a major programme of transformation for the period 2024-2027, drawing together the Council's Programme and Budget Strategy with the Highland Outcome Improvement Plan (HOIP).

1. Job Description – Key Duties and Responsibilities

- To work with stakeholders to identify, manage, and deliver change projects that support the Highland Council's Future Operating Model Programme within agreed governance arrangements.
- To produce Project Plans and associated project documentation for the effective delivery of change projects, ensuring that risks and issues are managed and agreed outcomes and benefits delivered.
- To produce reports, including monitoring and reporting on performance against the Project Plan, including to the Project Board, Project Sponsor, and other groups as required.
- To effectively manage business change, within your assigned project, and within the wider context of the Future Operating Model Programme.
- To manage the delivery of outcomes and benefits in order to meet all efficiency and service improvement targets agreed by the Project Board.
- To manage the work and output of staff working within the projects including, for example administrative staff and external suppliers.
- To participate and represent the Council in relevant national improvement networks as required.
- To undertake other duties, commensurate with this senior position, as required by the Programme Manager, Chief Officer, Project Sponsor, or Project Board.

2. Other Duties

In undertaking these tasks, the post holder will be required to:

- Work in accordance with Council's Standing Orders, financial procedures, contract procedures, health and safety, programme and project management approach, policies and procedures, Best Value.
- Take responsibility for your personal development and participate in training
- The post holder may be required to perform duties appropriate to the post other than those given in the job specification.
- The particular duties and responsibilities attached to the post may also be varied without changing the general character of the duties or the level of responsibility

entailed. Such variations would not themselves justify a reconsideration of the grading. As a result of such variations it may be necessary to update this job specification from time to time.

3. Person Specification

ESSENTIAL - The minimum acceptable levels for safe and effective job performance:

Experience:

- Experience of working in a similar role within a complex Programme/Project which has delivered significant business improvement and change
- Experience of managing teams/resources

Education & Qualifications:

- Appropriate project management qualification or equivalent experience
- Evidence of higher education
- Evidence of a continuing commitment to personal development

Skills:

- Effective communication and numeracy skills
- Ability to think strategically and to explain alternative perspectives
- Computer literate and familiarity with a range of computer packages, including use of MS applications and information management systems/software
- Use of influencing and negotiations skills to deliver business change
- Ability to effectively use project and change management techniques to ensure delivery of agreed outcomes and benefits to timescales and budgets
- Understanding of and ability to use business change and process improvement tools
- Ability to gather, handle, and analyse large volumes of data in both monitoring and evaluative contexts
- Understanding of quality and the implementation of quality management tools

Attributes:

- Ability to relate appropriately to and engage effectively with service managers, staff, and other stakeholders across a large organisation, including with representatives of external/partner organisations

- Ability to communicate and present information clearly and effectively in public to promote understanding, influence and build enthusiasm, support and commitment for the work being undertaken
- Ability to lead, manage, delegate and make best use of resources
- Ability to keep to timescales and budgets
- Committed to Team Working
- Self-motivated and enthusiastic
- Ability to work flexibly to meet deadlines, including outside normal office hours if required
- Ability to work on own initiative and under pressure
- Willing to be flexible about travel for work and training purposes

4. Health and Safety

Health & Safety is an integral part of any role within the Highland Council. As such we would expect that all employees:

- Become familiar with Violent Incident and Accident reporting procedures and comply with them.
- Undertake a continual program of Risk Assessment in relation to their role within Highland Council
- Have an understanding of the importance of Health and Safety in the workplace and to familiarise themselves with the Highland Council's Health & Safety Procedures.











