

Project Change Manager (Corporate Services)

Role Profile

Role Title	Department	Reports to
Project and Change (Officer) Manager	Corporate Services (Performance, Quality, and Improvement)	Head of Strategic Programmes and Improvement

Role purpose

Reporting to the Head of Strategic Programmes & Improvement you will be responsible for partnering with internal teams to support a range of complex transformational projects (people, infrastructure, process and systems) to help redesign and modernise Bield services, within agreed timescales and budgets.

This role is key in helping to support the business to deliver beyond its business-as-usual objectives to deliver change across a range of projects and initiatives that will help to deliver efficient and effective services which improve the lives of older people. In this role you will support Directors, Programme Boards and Functional Managers to plan, monitor and control complex projects using Bield improvement methodology.

This role is an independent specialist role within the Performance, Quality and Improvement team and will assist the Head of Strategic Programmes and Improvement in supporting a change and improvement culture across Bield. You should have Leadership skills and be a confident and articulate communicator to engage and support a multi-disciplinary project team to deliver transformational change.

Key Result Areas:

Governance and Control

- Maintain effective project governance across the projects and monitor and report on the progress of the projects to stakeholders.
- Coordinating and organising regular project meetings to co-ordinate the work programme, ensure effective communication and team working.
- Conduct project team meetings to provide status updates and identify and resolve issues
- Manage all project risks and issues effectively.
- Accountable to lead and co-ordinate the project team to develop a robust project and change management framework including the preparation of a project plan (Charter), risks and issues register, key outcomes, deliverables, and timescales.
- Establishing and implementing the mechanisms by which benefits can be delivered and measured

Planning, Reporting & Control

- Ability to prioritise deliverables in line with the Change Leads vision and delivery of corporate objectives
- Supporting the named Change Lead(s) with planning and implementation of a portfolio of inter-dependent projects into a range of services to meet service specifications and budget/cost requirements.
- Develop and communicate clear and actionable deliverables, or activities to be completed within specific timeframes

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- Ensure appropriate data collection systems are in place to facilitate the analysis, interpretation, and presentation of information relevant to the project – completing progress reports as required.
- Develop performance indicators, benefits realisation monitoring and reporting framework to ensure the project outcomes are realised and sustained for our service users, staff and Bield.
- Ensure the project has adequate levels of resource and priority across Bield to ensure effective and efficient project delivery and ensure active engagement and ownership of key stakeholders in the project.

Project Support (Project Management and Change)

- Lead the effective change management approach and implementation of changes to Bield's services, policies, procedures, processes and practices through communication, guidance, and training to operational colleagues
- Co-ordination of staff, tenant/service user and stakeholders' participation and consultation is undertaken as appropriate and initiatives are promoted, supported, implemented and outcome recorded and monitored
- Identifying, defining, and tracking the benefits and outcomes required of the programme
- Create opportunities to increase staff and customer involvement and co-production of operational service delivery performance reporting and monitoring of quality and assurance approaches.
- Ensuring project plans are created and maintained, deliverables tracked against time and cost, and resource utilisation is monitored
- Owning and managing risk and issues in line with escalation protocol
- Providing fact-based advice and recommendations on project deliverables / direction of travel
- Appreciation of confidentiality requirements associated with the project

Generic Responsibilities & Accountabilities:

- Understand what is required of you and how your role contributes to the team and departmental priorities
- Regularly review your working practices to identify improvements that simplify processes and decision making
- Provide support to your Manager as and when required
- Act in a fair and respectful way when dealing with others
- Proactively contribute to the work of the whole team
- Work with your manager to regularly review your priorities, objectives and timescales
- Take responsibility for delivering agreed outcomes on time and to standard, using your initiative
- Take ownership for complaints and issues, focusing on providing the right solution, keeping customers up to date with progress

Health and Safety and Equality and Diversity Responsibilities:

- Ensure adherence to relevant policies, procedures, regulations and legislation relating to health and safety and equality and diversity.
- Ensure you understand your responsibilities for Health and Safety at work.

Budget and Resource Management Responsibilities:

- Understand the costs related to your role and ensure you choose the most efficient way to deliver your outputs
- Ensure compliance with GDPR and FOI Legislation

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Any other reasonable duties assigned by your manager or another more senior manager in Bield

Key Relationships

	CEOs	Directors	Heads of	Managers	Peers
Within own function	☒	☒	☒	☒	☒
Outside own function	☐	☒	☒	☒	☒
External to Bield	☐	☐	☒	☒	☒

Critical Knowledge, Experience and Skills required

Experience of managing and delivering several complex portfolio of projects simultaneously using a recognised project management methodology within defined timescales and budgets.	Essential
Experience of managing, analysing and forecasting operational budgets and tracking benefit realisation.	Essential
Leadership skills and a confident and articulate communicator to engage and lead a multi-disciplinary project team to deliver transformational change.	Essential
Report writing skills to be able to produce concise focused project and operational reports and information material for senior stakeholders, staff and service users, including statistical reports and information.	Essential
IT skills, particularly use of Word and Excel for assisting in the collation and analysis of data and other information.	Essential
High levels of skills in listening, influencing, negotiating, presenting and communication effectively across a range of internal and external stakeholders and differing levels of seniority.	Essential
Ability to build effective relationships and to work in partnership with internal and external stakeholders.	Essential
Ability to work under pressure, to prioritise work appropriately and to work to tight deadlines.	Essential
High level problem solving and the ability to think innovatively and creatively	Essential
Able to think strategically and evaluate the long-term impact of proposals.	Essential
Knowledge and understanding of the regulatory framework governing Registered Social Landlords and/or Social Care organisations as well as relevant legislation and best practice.	Desirable

Education and/or Professional Membership Requirements

Educated to a degree level or equivalent project management or change experience	Essential
A qualification in project management or change	Desirable
Trained in Improvement methodology (eg SciL) or equivalent experience	Desirable

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OTHER

This section specifies other factors which may be necessary:

An eye for detail	Essential
Strong written and verbal communication and interpersonal skills	Essential
Strong prioritisation skills with the ability to question and challenge appropriately	Essential
Ability to work effectively with others including operational staff, customers, and central services staff to deliver effective outcomes	Essential
Ability to build productive internal and external networks and partnerships	Essential
Ability to prioritise work tasks and the tasks of those you are managing	Essential
Excellent written and report writing skills	Essential
Knowledge of ARC Regulatory Indicators, Care Commission	Desirable
A clear understanding of the social and political environment within which the organisation operates	Desirable