

## Role Profile

<b>Job Title:</b>	<b>Senior Change and Transformation Officer</b>	<b>Grade:</b> <b>14</b>	<b>Spinal column point range:</b>
<b>Department:</b>	<b>Strategy and Engagement</b>	<b>Post no:</b>	
<b>Directorate:</b>	<b>Chief Executive's Office</b>	<b>Location:</b>	<b>Perceval House</b>

<b>Role reports to:</b>	<b>Head of Change and Transformation</b>
<b>Direct Reports:</b>	<b>Change and Transformation Officer(s)</b>
<b>Indirect Reports:</b>	Occasional matrix management of staff within the Future Ealing PMO as required  <b>Other key contacts:</b> Leads across the Future Ealing programme, CB, EDG and Leadership Forum, elected Members, Strategy & Engagement staff

*This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.*

## JOB DESCRIPTION

### PURPOSE OF ROLE:

- Oversee the effective governance, reporting and risk management of a complex change programmes within the Future Ealing programme, in line with best practice, agreed corporate standards and the framework developed and maintained by the Future Ealing PMO

Deliver both consultancy-style support and practical delivery support to senior colleagues leading on work strands across the Future Ealing programme

- Facilitate organisational development by capturing and sharing learning, emerging best practice, and support requirements from professionals leading on change and transformation work
- Inform the development of innovative proposals in the future pipeline of transformation proposals.

### KEY ACCOUNTABILITIES:

- Play a leading role in supporting the Future Ealing Programme Manager and Head of Change and Transformation to drive successful implementation of Future Ealing change and transformation projects and programmes

- Develop and implement robust governance arrangements for Future Ealing, by feeding into key PMO monitoring reports relating to tracking of benefits realisation; leading on aspects of risk management reporting on behalf of the PMO; preparing reports to appropriate governance boards (e.g. CB, Cabinet)
- Represent the Future Ealing PMO in strategic work with Future Ealing leads and sponsors, and Corporate support services, to establish and/or manage processes for monitoring and tracking benefit realisation of change and transformation projects, such as those falling within the scope of the Future Ealing programme
- Lead development of best-practice tools, guides and approaches to embed the Future Ealing approach and enable services to apply these
- In partnership and collaboration with members of the Future Ealing PMO, develop and manage a Future Ealing Forward Plan, to inform discussion and engagement at Cabinet, Scrutiny, CB, EDG, Leadership Forum, LSP and other key forums as required
- Represent the Future Ealing PMO in meetings with Future Ealing leads and sponsors, other members of the PMO, and corporate support services, to develop and/or assess business cases for investment in the Future Ealing programme as required
- Responsible for providing experienced consultancy-style assistance and practical delivery support and leadership to Future Ealing leads and sponsors, on issues such as change to culture and business practice, change implementation, risk and issue management, project planning, staff engagement, workshop design and facilitation
- Develop and review briefs and tenders for external consultancy support and contribute to effective project management of commissioned activity
- Play a leading role in organisational review and challenge of Future Ealing Outcome Delivery Plans, leading the improvement to the substantive content of Outcome Delivery Plans and associated savings proposals, as well as aspects of implementation
- Responsible for co-ordinating work with staff within Strategy & Engagement and other support services to ensure a co-ordinated approach to strategic planning across the organisation
- Co-ordinate and disseminate learning from programme/project management activity
- Provide briefings to stakeholders including CB, EDG and relevant portfolio holders
- Develop proposals for communications and engagement activity in relation to the Future Ealing programme, in partnership with appropriate key stakeholders
- Attend meetings out of office hours as required on an occasional basis
- Deliver additional tasks (commensurate with the grade of the post) to develop and deliver the Future Ealing programme effectively

**KEY PERFORMANCE INDICATORS:**

- Successful delivery of projects for which the postholder is playing a leading or supporting role
- Impact of the projects for which the postholder is playing a leading or supporting role on the key performance and outcome measures associated with Future Ealing
- 360 Feedback from key leads and stakeholders

**KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):**

- Members
- Corporate Board and Ealing Directors Group
- Strategy and engagement colleagues
- Support departments (e.g. HR, Finance, Business Services Group, Legal, Procurement)
- Managers and Staff in the Council
- West London Alliance – support staff and member boroughs
- External providers/consultancies
- Local Government, policy and innovation networks and employer bodies
- Partners who constitute the LSP
- The Leadership Forum and Ealing Directors' Group
- Other Directorates who can contribute resources to help deliver projects.
- Government departments

**AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):**

- Recommendations relating to investment, ROI, timeframes and risk for business cases
- Development and review of consultancy support briefs and tenders and assist management of contracts as required
- Representing the Strategy and Engagement Department in dealings with services, Members, partners and stakeholders
- No direct budgetary responsibility, but influence over allocation of resources to change and transformation projects and programmes, for example those relating to the delivery of Future Ealing

# Person Specification

Candidates are to address the criteria marked with \*\* only

## ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

1. Excellent knowledge and understanding of local government, the pressures on it and implications for the council and partners\*\*
2. Effective project and programme management skills and techniques\*\*
3. Proven ability to turn strategic ideas and objectives into practical, well organised delivery plans with a focus on results\*\*
4. Ability to influence, negotiate and constructively challenge to achieve productive solutions\*\*
5. Ability to review, evaluate and share learning and best practice within programmes\*\*
6. The ability to monitor and analyse data to a high standard\*\*
7. Ability to work under pressure to challenging timetables\*\*
8. Experienced with financial planning to help develop, deliver and assess business cases which show return on investment / impact of allocated resources on performance
9. Excellent communication and interpersonal skills with the ability to effectively convey complex information at all levels

## ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION (e.g. HCPC)

10. Experience of working on complex local government change and transformation programmes and delivering benefits (outcomes and financial) \*\*
11. Experience of supporting and developing business cases for investment\*\*
12. PRINCE II or other comparable project management qualification or experience\*\*
13. Evidence of continuous professional development
14. Experience of establishing project and programme management arrangements
15. Experience of engaging effectively with key stakeholder groups (staff, members, partners) to deliver results
16. Degree level or equivalent experience

## Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they'll do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>