

ROLE DESCRIPTION

Job Title	Change Manager
Salary Band	37-40
Reporting to	Programme Manager
Directorate	Resources
Service Area and sub area	Delivery & Assurance Unit
Team	Delivery Services
Political Restriction	N/A

1. Primary Purpose of the Post
<p>The Liverpool City Region Combined Authority (LCRCA) is embarking on a significant period of transformation to meet its corporate plan vision for the Liverpool City Region to be the best place to grow up, grow a family, and grow a business.</p> <p>We are at the start of our journey and have big ambitions. We will be investing and want to exploit the opportunities available with new digital capabilities to achieve modernisation of our services and more efficient ways of working.</p> <p>We are looking for support from an exceptional individual with Change Management experience who can join our Transformation Team to design and implement change management strategies to support the successful transition to new ways of working across key projects within our transformation programme. This is a fantastic opportunity to really shape and influence the future direction of our organisation so it can deliver its commitments for the 1.6m people who reside in the Liverpool City Region.</p> <p>You will be supported with a mandate to work with our business functions to deploy change management approaches which will support our key transformation projects. You will enable those business areas, by helping them prepare for and adopt new ways of working – enabling the benefits of our investments to really stick. You'll be collaborating with a high performing cross departmental team at a key time as we build the infrastructure for future transformation programme delivery.</p> <p>Purpose of the Post</p> <p>The Change Manager will provide leadership within our transformation programme on Change Management strategy and implementation, as projects progress through their lifecycle and deliver organisational change. You'll collaborate with senior managers, project managers, subject matter experts, end users, and Change Champions to provide a complimentary change management service to support the implementation of new systems and ways of working.</p>

2. Your responsibilities

We need you to:

- Take direct responsibility for finalising and executing our project Change Management Plans.
- Apply structured methodologies to identify, assess, manage, monitor and evaluate change management requirements and activities throughout the project delivery lifecycle.
- Advise Senior Responsible Owners and Project Managers on appropriate change management planning and activities for inclusion in their project deployment approach.
- Work with groups of customers, including subject matter experts, Change Champions and End Users to prepare them for upcoming system and process changes, supporting the transition to increased self-service or adopting new processes and operating models.
- Work closely with colleagues in Comms and Organisational Development on the deployment of key activities in the Change Management Plan. This includes the development of communications, guidance and training materials.
- Act as a conduit between end users and project teams, providing advice as part of the Project and Programme Governance process to ensure change management activities are targeted and ultimately support the adoption of new ways of working, to achieve expected benefits.
- Create enthusiasm and buy-in across the organisation for upcoming changes, setting realistic expectations and emphasising the benefits that individuals, teams and the wider organisation are set to achieve through new ways of working.
- Advise and lead on business readiness activities such as “pulse surveys” to provide confidence to Project and Programme Boards that the organisation is ready to transition towards the new operating models and systems.

The role holder may be required to undertake any other appropriate duties as deemed necessary.

3. General Corporate Responsibilities

Demonstrating the right culture and communicating effectively

- Continuously demonstrating the behaviours of LCR First, Respect and Action Focused.
- Regular dialogue and positive business relationship building with internal and external colleagues.
- Sharing knowledge and information with others.
- Building personal and departmental credibility.
- Participating in work to continuously improve project delivery at the CA.
- The postholder will be expected to deputise for the Programme Manager on occasion and provide mentoring and advisory support to junior or trainee members of staff and apprentices. Line management is not a requirement of the role.



- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.
- This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

4. Recruitment Plan

Competency Based Interview

Presentation or Assessment Centre (subject to volume of applications)

Key words: Terms candidates may search to find this job online

Change Manager
Change Practitioner
Change Agent
Transformation
Change

PERSON SPECIFICATION

Job Title: Change Manager

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Relevant change management training or qualification or equivalent practical working experience (PROSCI, ADKAR, Project Management, Leadership & Management etc.).	E	A, I
Working towards or having achieved a project or programme management qualification (APM, PRINCE2 certifications, MSP, PMBOK)	D	A, I

Experience and knowledge	E = Essential D = Desirable	Identified By
Relevant experience of designing and implementing end-user focussed change management approaches in complex organisations.	E	A, I, P/AC
Demonstrated experience of applying appropriate change management techniques and methodologies in a transformation project/programme environment, ensuring organisational readiness to adopt key operational changes.	E	A, I, P/AC
Tangible examples of having worked with large organisations to deliver transformational initiatives which have driven benefits – you have made things better, quicker, and more efficient. Preferably with a focus on back-office modernisation, customer contact, shared service and operational settings.	E	A, I
Evidence of mobilising networks of super-users, to enable adoption of process changes and self-service capabilities across large organisations.	D	A, I
Examples of deploying effective comms and engagement strategies to gain buy-in of stakeholders to support adoption of process changes and new systems.	D	A, I
Experience of document management or maintaining project management artefacts, such as project risk registers and document management systems.	D	A, I



Experience of scoping, planning and facilitation to achieve identified objectives.	D	A, I, T/AC
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Skills and abilities	E = Essential D = Desirable	Identified By
You will demonstrate a proven track record of leading change and implementing change management plans/methodologies, supporting the adoption of new ways of working.	E	A, I
You are confident in providing expertise and advice to senior leaders on change management practices and processes, you can translate what is needed into tangible goals and outcomes.	E	A, I, P/AC
Exceptional stakeholder management skills with the ability to flex your approach to meet the varying needs and requirements of a range of internal and external working arrangements.	E	A, I, P/AC
A collaborator by default, you will build trust and relationships to achieve shared objectives.	E	A, I, P/AC
Demonstrated ability to work under pressure, meet deadlines and show resilience to achieve the task required.	D	A, I, P/AC
Inquisitive and highly analytical, you will seek workable solutions to business problems.	D	A, I, AC
Strong presentation skills, proven ability to synthesise complex business information into succinct, visually appealing formats for a variety of audiences.	D	A, I, AC
Excellent IT skills with proven ability in all Microsoft Office products and familiarity with collaborative working IT solutions is essential (e.g. SharePoint, Microsoft Planner, Jira etc.)	E	A, P/AC
Knowledge/experience of local government decision making processes	D	A, I

Personal Attributes	E = Essential D = Desirable	Identified By
You're positive and enthusiastic and can sell the benefits of change and gain support from a range of stakeholder audiences.	D	A, I, P/AC
Pro-active, a self-starter with the ability to work with minimum supervision, will need to be able to use own initiative and set own deadlines; strong time management skills are essential.	D	A, I
Confidence in leading the transition to self-service, including facilitating collaboration workshops/demos/show and tells to support a cascade network of superusers.	D	A, I



Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Evidence and commitment to continuous personal and professional development.	D	A, I

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment