



## Job Description

<b>Job Title</b>	Senior Change Manager
<b>Directorate</b>	Strategy and Change
<b>Service Area</b>	Programme Management Office
<b>Grade</b>	9
<b>Competency Level</b>	2
<b>Salary</b>	£48,474- £53,577
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not required
<b>Job Evaluation Ref No</b>	A8567



## Job Purpose

The Senior Change Manager will play a key role in ensuring Liverpool's Transformation Programme delivers the vision as set out in the Council Plan. This level of change is significant and its scope includes supporting a workforce of circa 5,000 employees throughout the 3-year transformation programme of work.

The role is focused on working with and preparing the workforce for large-scale change, where transformation and integration will drive benefits and improved outcomes for Liverpool residents. The role will focus on the people side of change, including managing changes to business processes, systems and technology, and the impacts with changes to job roles and organisational structures.

The primary responsibility will be creating and implementing change management strategies and plans that maximize employee adoption and usage and minimise any negative impacts of resistance. The Senior Change Manager will work to drive faster adoption, higher ultimate utilisation of and proficiency with the changes that impact employees. These improvements will increase benefit realisation, value creation, ROI and the achievement of results and outcomes associated to the Programme.

The Senior Change Manager will act as a coach for senior leaders and executives in helping them fulfil the role of change sponsor. The Senior Change Manager will also provide direct support and coaching to all levels of managers and supervisors as they help their direct reports through transitions. The Senior Change Manager will also support programme and project teams in integrating change management activities into their project plans to ensure change readiness through a network of direct reports of Change Managers and representatives from the workforce as change champions.



## Directly Responsible For:

Change managers allocated across the programme. Must be able to directly manage people that are deployed in programmes through a sound understanding of matrix management principles.

## Directly Responsible To:

The Portfolio Manager. To play a key role in the senior leadership programme team working alongside Programme Managers and supporting Senior Responsible Owners (SROs) and Day to Day SROs.

## Main Areas of Responsibility:

- Lead a team of Change Managers across multiple programmes of work that together deliver the integrated portfolio of programmes.
- Apply a structured methodology and lead change management activities, applying change management principles and tools to create a strategy to support adoption of the changes required by each programme.
- Lead communication and engagement and the design, development, delivery and management of communications working alongside communication and media engagement professionals.
- Assess the change impact and conduct impact analyses, assess change readiness and identify key stakeholders.
- Ensure appropriate training programmes and provide input, document requirements, and support the design and delivery of training programmes working alongside corporate learning and development teams.
- Complete change management readiness assessments including the preparation of risk mitigation plans.
- Lead Change Managers to identify and manage anticipated resistance and consult and coach programme and project teams to ensure there is a clear



understanding of what's required to prepare people for the change embedded within each programme.

- Ensure the creation of actionable plans for the five change management levers: communications plan, change roadmap, coaching plan, training plan, resistance management plan.
- Support and engage senior leaders ensuring appropriate support and coaching is in place for managers and supervisors, supporting organisational design and definition of roles and responsibilities.
- Lead and coordinate activities with other specialists and integrate change management strategies into programme and project plans aligning wider enabling functions to understand requirements, capacity and expertise.
- Evaluate and ensure user readiness, managing stakeholders and track and report issues through the reporting channels of the Programme.
- Define and measure success metrics and monitor change progress at all stages of the programme/projects.
- Produce, coordinate and present effective reporting to senior managers including Corporate Directors (SROs), political leaders and elected members, as required.
- Lead and support change management at an organisational level including the coordination of council wide change champions as ambassadors and lead the change portfolio with the specific programme as set out in the Council Plan and Transformation Approach.

## Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development.
- Manages performance and behavioural issues effectively.
- In addition to directly line managing Change Managers, the role will also be responsible for supervising a network of change champions and project and



programme teams, as well as all levels of management, to integrate change management activities into their project plans to ensure change readiness and to support staff through transitions.

## Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reusing and recycling resources to reduce personal impact.
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies.
- Explores different options for funding and income generation.

## Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

## Physical Demands of the Job:

- The job would include using a computer and sitting at a desk for prolonged periods of time.

## Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.



- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

The competency framework can be found [here](#).

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility.

Prepared by: Sharon Richardson

Date: 14<sup>th</sup> December 2022



# Personal Specification

Assessment methods used:

I = Interview, P = Presentation, A = Application, E = Exercise, T = Test,  
AC = Assessment Centre

## Qualification and training

### Essential

- Educated to degree level or equivalent qualification. (A)

### Desirable

- A CIPD qualification.
- A project or programme management qualification.
- Evidence of continuing professional development in relevant areas of expertise.

## Experience

### Essential

- Significant experience of managing and leading complex change programmes that involve multiple stakeholders in a public sector environment. (A, I)
- Proven experience of leading and managing teams within a complex change management environment. (A, I, P)
- Significant experience of programme management where service transformation is an intrinsic feature of the outcomes. (A, I)



## Skills/Abilities

### Essential

- A deep understanding of how people go through change and the change process. (A, I, P)
- Experience and knowledge of change management principles, methodologies and tools. (A, I, P)
- Exceptional communication skills, both written and verbal with excellent active listening skills. (A, I, P)
- Ability to clearly articulate messages to a variety of audiences and the ability to establish and maintain strong relationships across multiple stakeholders. (A, I, P)
- The ability to influence others and move toward a common vision or goal and be flexible and adaptable; able to work in ambiguous situations. (A, I, P)
- Resilient and tenacious with a propensity to persevere with a forward looking and holistic approach. (A, I)
- Organised with a natural inclination for planning strategy and tactics with excellent problem solving and root cause identification skills. (A, I, P)

### Desirable

- High level of business acumen and understanding of organisational issues and challenges.
- Able to work effectively at all levels in an organisation and must be a team player and able to work collaboratively with and through others.
- A natural motivator, passionate about securing improved outcomes for residents and communities through the leadership role that local authorities play within the system.
- Familiarity with project management approaches, tools and phases of the project lifecycle with experience of large-scale organisational change.





## Commitment

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council