



business change project manager

reporting to – head of projects & analysis

working hours – full time is 35 hours a week. You'll agree your working pattern with your manager.

the purpose of your role

Our service development programme is at the heart of our plans for our organisation. We're going through a programme of changes that are enabling us to become more responsive and helpful to our customers. At the same time, we're also modernising the way we handle management information, and developing our budgetary controls and planning.

As an expert project manager in our major projects team, you'll play a pivotal role in helping us shape and deliver projects that'll improve the way we deliver our services and meet the needs of our customers.

You'll use your extensive project management skills to help us put in place positive changes throughout our organisation. You'll be responsible for shaping and delivering major projects to address organisational challenges and opportunities – all aligned with the overall vision for our service. As part of our team of experienced project managers, you'll be one of our professional leaders for our approach to delivering change.

how we'll measure your success

- delivery of organisational benefits and goals through successfully delivered projects
- your contribution to our organisation's ability to deliver projects well
- your success in harnessing skills and expertise and building relationships across the organisation to deliver results
- evidence of your strong customer focus, both in the way you work and in making sure our projects deliver the right things for customers
- delivering your own objectives, and your contribution to our commitments
- how you've role modelled the behaviours we expect of everyone every day

you're accountable for...

our customers - our people - our reach - our service

- successfully shaping and delivering major projects to achieve strategic organisational goals, by leading and collaborating with diverse project teams
- working with senior stakeholders to make sure we identify the right problem to solve, think through the options and come up with the best solution



- scoping projects and identifying the resources needed and potential barriers to change, then working across our organisation to involve the right people – including working with IT colleagues – to deliver effective solutions
- making sure there is good governance in place so we can make the right decisions and provide confidence that the project will deliver what we need
- helping to build project management capability across the organisation, for example coaching colleagues, helping people run smaller projects and delivering project management skills training
- improving our way of doing things and establishing effective ways of working with other delivery areas, such as IT, HR and communications
- making sure we're delivering a fair and efficient service, that reflects the diversity of our customers and our people, through everything we do

your experience includes...

- extensive and diverse experience of successfully delivering major projects to achieve strategic organisational goals, often in an uncertain or fast paced environment
- flexibly and pragmatically applying project management discipline with minimum bureaucracy to deliver business change – always with an eye on what will deliver the best outcome
- applying your analytical and facilitation skills to shape how a project is going to go ahead when the way forward isn't clear
- achieving results by working with diverse project teams
- influencing people at senior level, to promote and champion change
- knowing how to challenge the way things are, tackling issues that have been thought of as “too hard” in the past – and finding the solution



we are the ombudsman ...

We use our professionalism, knowledge and experience to guide all our actions and decisions. This means we're proud to:

make fair decisions that *feel/fair*

- we listen to understand so we can get to the heart of a problem and show we care
- we take personal responsibility to get things done with practicality and efficiency
- we understand that all our actions and decisions need to make sense and be trusted

put people first

- we use our tone – which helps us look, feel and sound human, thoughtful and balanced – carefully and consistently in everything we do
- we recognise everyone's different and tailor how we work to take individual needs into account
- we want to know and care about the world around us, because it's vital we stay relevant and accessible

make things better

- we're proud and enthusiastic about making a positive difference through our work
- we have the knowledge and confidence to challenge things that don't feel fair
- we're flexible and resilient – adapting quickly to change and keeping up the momentum

provide value

- we understand the value of our knowledge and share it to help others as well as learn from our own experiences
- we value teamwork and the contributions others make, and together we improve things that aren't working as well as they could
- we have a budget and commitments to meet – so we care about the resources we use and the money we spend