



JOB DESCRIPTION

Job Title:	Head of the Change Office
Reports To:	Director of Integration
Salary:	£60,000 to £70,000 per annum
Location:	Bristol or London

Key Purpose of Post

The Change Office will work across the Group ensuring that Group wide change and integration is successfully delivered in line with the organisational strategy of helping 1 million people transform their lives by 2022. The Head of Change Office will report to the Director of Integration. The post holder will lead the Group wide Change Office and manage the Change Office team. They will also provide support to the Director of Integration. The main duties will include developing a new Shaw Trust Group wide Change Office and a suitable team that can successfully deliver across a wide variety of Group wide change programmes and projects. The role will involve working right across the Group and ensuring the right resource, support and tracking is given to all levels of programmes and projects.

Main Duties and Responsibilities

- 1) In conjunction with the Director of Integration set up the Group wide Change Office. Ensure that the Change Office has the right resource, skills and expertise to deliver for the Group
- 2) Support the Integration Director on strategic integration planning.
- 3) To successfully deliver and 'safely land' Group wide cross cutting change programmes and projects
- 4) To have a high level clear line of sight of the portfolio of programmes and developments that are graded across the Group to be able to advise Group Governance Board (GGB) on extraordinary pulls on resource e.g. ICT/HR.



- 5) To act as the 'glue' in terms of the overall understanding of resource required, risk and dependencies and advising on where the impact of change may affect business as usual activity.
- 6) Working with Operational and Support Services colleagues ensure that new contracts and / or systems are successfully implemented within set timescales and budgets.
- 7) To ensure that the work of the Change Office can mitigate traps and help to deliver triggers required for growth.
- 8) To ensure that the change panel is created to monitor the change programme and projects.
- 9) To manage the Change Office team and additional short term staffing resource
- 10) To support the delivery of Group wide extraordinary or annual projects
- 11) To build capability and offer training and support to colleagues across the Group on programme/project management ensuring a standardised approach
- 12) To deliver change support for future mergers and acquisitions
- 13) Manage, co-ordinate and work with virtual teams to ensure that services are delivered and objectives are achieved on time.
- 14) Lead and implement a number of projects and initiatives determined by the Director of Integration.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.
8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.



9. Recycle and manage energy within your environment.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Person Specification

Job Title: Head of Change Office

(E = Essential D = Desirable)

SKILLS AND CORE COMPETENCIES
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Good working knowledge of computer software packages particularly those in the Microsoft Suite i.e. Word, Excel, PowerPoint and Outlook. (E) • Prince II Training (D)
<p>Experience</p> <ul style="list-style-type: none"> • Proven Programme Manager experience (D) • Background as a project co-ordinator, project support function or senior administrator (E)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Knowledge of project management (E) • Understanding of the principles and frameworks of successful project management from a support perspective (D) • Understanding of project delivery within a fast paced environment (E) • Demonstrated capability for problem solving, decision making, sound judgement, assertiveness (D) • Experience of leading new contract and system implementation (D) • Ability to plan, prioritise and respond flexibly to changing demands (E) • Self-motivated and good organisational skills (E) • Diligent with attention to detail and ability to meet strict deadlines (E) • Basic ability to use Microsoft Project (D) • Knowledge of Visio and SharePoint (D) • Ability to contribute to the organisational requirements (E) • Proven ability to analyse information and report accordingly (D)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Excellent oral / written communication (E) • Good presentation skills (E) • Excellent interpersonal with an ability to develop relationships at all levels (E) • To work as part of a team. (E) • Self-motivated and self-sufficient (E) • A “can do” attitude and willingness to go the extra mile when required (E) • Positive attitude to disability and understanding of related issues (E)
<p>Safeguarding</p> <ul style="list-style-type: none"> • Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)



- This post requires a Criminal Records Bureau disclosure at Basic Level. **(E)**

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**