

**LONDON BOROUGH OF MERTON**

**INNOVATION AND CHANGE DIRECTORATE**

**JOB DESCRIPTION**

**POST TITLE:** CORPORATE CHANGE MANAGER

**Grade:** MGB

**DIVISION/SECTION:** Customers, Policy and Improvement

**Location:** Civic Centre, London Borough of Merton

**Responsible to:** Assistant Director, Customers, Policy and Improvement

**Responsible for:** Cross-cutting programme and project teams and budgets (£100k + per annum)

**Post Number:** TBC

**Date:** September 2023

**MAIN PURPOSE**

To lead and drive Merton's transformation and change plans by providing cross-organisational leadership, quality assurance and challenge for major programmes and projects. To provide high-level and expert support to Cabinet Members, Executive Directors and Directorate Management Teams for change management and other continuous improvement activities.

To provide a high quality and professional change management function and, where required, to support specific priority projects or programmes of work by designing and delivering effective engagement programmes both internally with the workforce and externally with residents, communities, partners and businesses. Some of these will be of high public interest and therefore linked to elected Members' key commitments and aspirations. Others will support the council to become more effective and efficient via improved services for customers, improved working environments and arrangements for our workforce and the achievement of savings programmes.

**MAIN DUTIES AND RESPONSIBILITIES**

- Leadership and facilitation of major transformation and change programmes across the organisation. This includes setting up and leading cross-organisational change teams which will include senior officers up to Assistant Director level.

- Providing matrix management to a range of staff from across the organisation as required.
- Ownership and management of significant programme budgets, both capital and revenue (revenue budgets in excess of £100k per annum).
- Ownership and strategic analysis of change governance, documentation and control mechanisms, to provide assurance to corporate and departmental change boards that these are being produced and undertaken to required standards (in line with Merton methodologies and good practice), and that there are adequate mechanisms in place to support delivery.
- Lead the design and delivery of complex change engagement programmes with our workforce and with elected members, residents, communities, partner organisations and businesses. External programmes will likely involve influencing and engaging with very senior managers in partner organisations and businesses.
- Identify change programme risks and issues, and options for resolution and mitigation, to avoid delays in delivery of projects and programmes.
- Management of change programme related contracts as required. This may include managing procurement processes prior to contracts being awarded.
- Understand and ensure a clear view of the Council Plan and internal / external change programmes and resource mapping, enabling monitoring to ensure they are on track and, where necessary, escalate any issues.
- Work under own initiative and autonomously to undertake critical path analysis, identification of critical milestones and interdependencies across change programme projects, and ensure these activities are communicated and planned at the programme level in order to manage them effectively.
- Provide ad hoc targeted programme support (for example drafting of Business Cases or PIDs, engagement programmes and similar) to major Directorate programmes and projects where required.
- Work alongside the Corporate Programme Managers to develop communications spanning the programme remit to ensure up to date and high quality transformation programme information is regularly made available to staff, senior managers, the Leader and Cabinet, residents and external partners.
- Lead Lessons Learned activities and analyse outputs to ensure a culture of continuous improvement, and work with the Corporate Programme

Managers to develop mechanisms for ensuring that lessons learned are communicated to the rest of the organisation.

- Identify improvements to enhance the existing Merton's Approach to Projects (MAP) framework, and embed this across the Council.
- Lead on the organisation of all relevant transformation and continuous improvement boards, steering groups and other meetings (such as CMT and Programme Boards); ensuring that these are well facilitated, managed and documented and all necessary follow-up actions are delivered.
- Deputise for the Assistant Director: Customers, Policy and Improvement as required, attending Committees and other meetings, outside normal office hours if required.

**LONDON BOROUGH OF MERTON**

**INNOVATION AND CHANGE DIRECTORATE**

**PERSON SPECIFICATION**

**POST TITLE: CORPORATE CHANGE MANAGER**

**Grade:** MGB

**Date:** September 2023

**QUALIFICATIONS AND EXPERIENCE**

- Relevant qualification, or equivalent experience, in a communication / engagement related field.
- Significant experience of working autonomously in a complex programme or project management environment (preferably a Programme Management Office)
- Experience of leading and delivering projects and programmes of work, specifically high profile and cross-cutting initiatives in large organisations (preferably Public Sector) successfully to time, budget and quality expectations in a complex environment, involving multiple stakeholders
- Demonstrated ability to lead, plan and manage a portfolio of engagement and communication projects and activities in parallel, establishing clear targets, defining plans and coordinating resources to ensure all are delivered on time and to quality expectations.
- Experience of influencing senior officers, teams and individuals outside of direct span of control to deliver successful programmes of work, and using well developed persuasion and negotiation skills to achieve tangible outcomes
- Experience of writing key engagement and communication documentation to a high quality with minimal supervision (especially engagement and communication strategies and plans, communication content and scripts)

- Experience in designing and delivering workshops and facilitating group sessions

## **SKILLS AND KNOWLEDGE**

- Excellent stakeholder management and communications skills, both written and verbal, with the ability to interact professionally with a diverse range of individuals internally and externally including Elected Members and senior officers (up to an including CEO level).
- Ability to challenge and influence stakeholders across the organisation to gain 'buy in' and support
- Strong leadership skills, acting as a role model for engagement and communication good practice with the ability to persuade and influence the work of peers and senior officers to the benefit of the programme
- Excellent interpersonal skills to build strong working relationships with internal and external customers
- Highly developed analytical and evaluation skills, with the ability to absorb complex information, define the key issues and develop and lead the implementation of innovative and effective solutions and/or responses
- Ability to work to the highest standards, demonstrating resilience to pressure, changing and competing demands and tight deadlines; maintaining professionalism at all times
- Knowledge of current issues and approaches relating to engagement, communication and transformation in complex organisations
- Detailed and up to date knowledge and understanding of relevant central and local government policy and processes
- Extensive knowledge of IT packages including Office365 and related applications.
- Knowledge of and commitment to the Council's Equal Opportunities policy and an ability to implement this across the organisation and to ensure that it is reflected in the delivery of services
- Promote diversity and respect for all people, recognise different needs and expectations, and challenge all oppressive practices