



# JOB DESCRIPTION



*Supporting a thriving parliamentary democracy*

<b>Job title:</b>	<b>Change &amp; Transformation Manager</b>
<b>Campaign Type:</b>	<b>Concurrent</b>
<b>Payband:</b>	<b>B1</b>
<b>Pay range:</b>	<b>£37,510 - £40,500 per annum</b> ( <i>Appointment will normally be made at the minimum of the pay range</i> )
<b>Team:</b>	<b>In-House Services</b>
<b>Section:</b>	<b>Transformation</b>
<b>Reports to:</b>	<b>Head of Transformation</b>
<b>Number of posts:</b>	<b>2</b>
<b>Hours:</b>	<b>36 (Full Time)</b>
<b>Contract type/ duration:</b>	<b>Fixed term for 24 months with the possibility of extension</b>
<b>Issue date:</b>	<b>3 May 2019</b>
<b>Closing date:</b>	<b>26 May 2019</b>

## The House of Commons

The House of Commons and the iconic Palace of Westminster are key elements of the UK Parliaments. Around 2,500 staff work behind the scenes at the House of Commons, supporting the democratic process in many different ways. We are politically impartial and take great pride in the vision and values which guide our work. It takes a huge range of skills and experience to keep the House of Commons running, and we all contribute to supporting a thriving parliamentary democracy.

## Team information

In-House Services (IHS) provides high quality facilities and services to Members and their staff, and to staff of the House of Commons, supporting them to carry out their work in a clean, comfortable, safe and efficient environment. In addition, and working together with our colleagues in the Parliamentary Security Department (PSD), we will support the management and control of access to the Estate.

## Job introduction

In-House Services is committed to improving the services they provide, in particular by ensuring that technology is a key enabler of service transformation and organizational improvement. A key ICT programme will be delivered over the next two years and will require a significant amount of business change leading up to and during implementation. Working closely with key programme stakeholders, the Change & Transformation Manager will play a pivotal role in ensuring the delivery of various operational, cultural and financial benefits.

## Key stakeholder relationships

- IWMS project and programme colleagues within PDS
- Key business-side stakeholders within Maintenance, Property, Accommodation and Health & Safety teams
- Colleagues working throughout Parliament to deliver business change
- External software supplier

## Location

This post will be located on the Parliamentary Estate, Westminster, London.

## Security

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level unless otherwise specified. All successful candidates are required to pass these checks before an offer can be confirmed.

Applicants should be aware that if they have resided outside of the UK for a total of more than two of the last five years they are not eligible for vetting.

Please visit: <https://www.parliament.uk/documents/PSD-Security-Vetting-booklet.pdf> for further information.

## Hours

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work, alternatively you can inform the recruitment team at any stage of the process

Net conditioned full-time working hours for staff of the House are usually 36 per week. This excludes daily meal breaks of one hour. The exact daily times of attendance will be agreed with line management.

## For further information:

Candidates should refer to the House of Commons careers website [www.careers-houseofcommons.org](http://www.careers-houseofcommons.org) or contact [Recruitment@parliament.uk](mailto:Recruitment@parliament.uk) or 020 7219 6011.

## Application and selection process

We will conduct a sift based on the criteria set out in the skills and experience section and successful candidates will be invited to attend a competency based interview.

## Key responsibilities

Working closely and in partnership with the with the Business Analyst, Business Change Manager, and User Engagement roles within the Parliamentary Digital Service (PDS):

### ***Managing Change:***

- Support the delivery of business-related change in line with the objectives of In-House Services business plan or other individual change projects or programmes.
- Support business teams to transition to new ways of working (including supporting training or learning/ development interventions), as well as ensuring that business-as-usual is maintained during transition periods.
- Ensures that maximum improvements are made in both existing and new business operations as projects or programmes deliver 'products' into operational use.
- Identify and take ownership of mechanisms to engage staff across business teams, liaising with key stakeholders and teams to support the promotion of change activities.
- Monitors and reviews the effectiveness of change interventions by analyzing and reporting on key business 'insight' and data, including feedback from staff.
- Supports communication efforts (particularly for change projects or programmes) to encourage 'buy-in' from key business teams and stakeholders.

- Understand and apply change management techniques to support individuals and teams through the 'change curve'.
- Identify solutions to complex problems using a combination of incremental and transformational change, working closely with business teams to drive consistency and best practice.
- Leads on the facilitation of change workshops and focus groups.
- Supports the identification, definition, tracking and delivery of project/ programme benefits and outcomes.
- Supports business teams to deliver and sustain benefits once projects or programmes have been completed.
- Apply a systems-thinking approach to understand how the project or programmes connect with wider teams (including priorities for change).

***Supporting Business Analysis:***

- Assist with mapping 'as-is' and 'to-be' processes, supporting business teams to:
  - Re-engineer: simplify operational processes, to improve efficiency and accuracy, reduce costs and improve performance over time.
  - Reshape: analyze customer and operational journeys, to identify and eliminate 'pain points' and harness 'gain points' to better meet stakeholder needs.

**Qualifications**

**Desirable**

A recognized change management and/or project management qualification at practitioner level.

SKILLS AND EXPERIENCE	APPLICATION FORM	TEST / EXERCISE	INTERVIEW
<b>CRITERIA 1 – Knowledge &amp; Experience (Essential)</b> Experience of successfully leading business critical change projects within a complex organization. An understanding of modern project, programme and portfolio methodologies and some experience in their use.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>CRITERIA 2 – Engages, Influences &amp; Persuades (Essential)</b> Ability to engage key stakeholders and to successfully contribute to change projects. Uses excellent interpersonal skills to influence and persuade stakeholders at every level in the organization.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>CRITERIA 3 – Communication (Essential)</b> Effective oral and written communication skills, with an ability to convey complex or technical information and data in straightforward, inclusive and accessible ways.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>CRITERIA 4 – Collaboration (Essential)</b> Proven ability to form effective working relationships with key stakeholders and colleagues within a complex management structure.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>CRITERIA 5 – Problem Solving (Essential)</b> Gathers information from a range of sources, approaches problem-solving in a systematical and analytical way, and develops innovative and workable solutions to issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>CRITERIA 6 – Decision Making (Essential)</b> Track record of making timely and well-judged decisions, with due consideration for the needs and priorities of various stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>CRITERIA 7 – Planning &amp; Organizing (Essential)</b> Demonstrates excellent planning and organizational skills to meet deadlines. Identifies and adapts to changing priorities and adopts a 'can-do' and pragmatic approach.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>