



Job Description

Details of a current vacancy in the House of Lords. To apply for this post, please ensure you complete all sections of our online application form found at <http://www.parliament.uk/about/working/jobs/>

Job Description

Job title	Reference number
Business Change Manager - Catering	1280
Office	Grade
Catering and Retail Services	HL7
Starting Salary	
£38,625	
Term	
This post is fixed term for 18 months, with the possibility of extension. We will consider secondments to a successful applicant coming from the Civil Service, House of Commons/PDS and temporary promotion will be considered for internal candidates who are successful at interview.	

Scope of the job

Background

Catering Services within both the House of Lords and the House of Commons are committed to improve their efficiency and service by fully exploiting ICT based benefits to be developed for several key support services.

The Catering 2020 Project was kicked off in 2015 to ensure that both of Parliament's catering divisions were supported by a market leading ICT service. This consisted of three major catering ICT systems; electronic point of sale (EPOS); events management; stock control & purchasing. These systems are now reaching the end of their life and are due to be reviewed in 2020 and 2021.

The Catering Systems Project was started in 2020 to replace the Catering 2020 project. The aim is to ensure that these 3 key systems, along with 5 other catering ICT systems are all reviewed prior to the contracts reaching end of life in November 2022.

The Business Change Manager will play an important role within the wider project team, ensuring that the project's aims are delivered for both Houses, including the various cultural, operational and financial benefits required.

Main objective

To ensure the interests of the Senior Responsible Owners (SRO's) are met and to provide assurance that the new capability will fully realize the variety of

benefits within the timescale and budget whilst maintaining operational viability throughout.

Key internal and external relationships

- Head of Catering and Retail Services House of Lords
- Director of Catering House of Commons
- Project teams within the Parliamentary Digital Service
- Staff and Members from both Houses
- External partners and service providers.

Main responsibilities

Line management and budgetary responsibilities

- Working closely with the SRO's and with the Project Managers to ensure that the work of the Programme, including the scope of each Project, covers the necessary aspects required to deliver the products and realigned services that will lead to operational benefits.
- Working with the Project Managers to identify opportunities to exploit benefits and achieve outcomes.
- Ensuring that maximum improvements are made in the existing and new business operations as groups of projects deliver their products into operational use.
- Leading the activities and communication strategy associated with achieving the benefits and ensuring that continued accrual is achieved, measured and reported – such as benefits profiles and maps.
- Taking the lead on transition management, preparing the business areas for the transition to new ways of working and ensuring that business as usual is maintained during the transition and integration periods.
- Deliver Training to users of the elements of the implementation plan.
- Identifying, defining and tracking the benefits and outcomes required, including detailed analysis of user acceptance testing, training, mapping and planning interdependencies and financial profiling.
- Establishing and implementing the mechanisms by which benefits will be delivered and measured once the Program has been completed.

Other responsibilities of the post

- This post will not manage staff or budgets but will be accountable for the efficient use of own resources.

Person specification

The qualifications required for the post are:

A degree (or equivalent) in Business and Administration, qualification in Change Management such as APMG, ACM or relevant experience.

The knowledge, skills and experience required for the post are outlined below. Each element will be assessed in the examples you provide in your application form. Should you be shortlisted these areas will be assessed in more depth at interview and, if appropriate, in a test.

Our Values

The House of Lords Administration has four values: respect, inclusivity, professionalism and responsibility. Our behaviours sit alongside our values, translating them into day-to-day actions and demonstrating how we bring our values to life. They outline what we can expect from each other at work and ensure we all play our part in building an inclusive and respectful workplace culture.

The [values and behaviours](#) are applicable to everyone who works for the House of Lords. As colleagues and representatives of the Administration, everything we do and say counts.

The post holder will be expected to operate in line with the House of Lords workplace values which are:

Respect - We treat people with respect and expect to be treated with respect.

Inclusivity - We embrace and value difference and diversity –whether from a person's race, gender, other characteristics, background or experience.

Professionalism - We aim for and value a high level of skills and expertise. We act with integrity and openness, putting public service first.

Responsibility - We take ownership of our work and actions. We hold each other to account, take appropriate risks and continue learning.

Competencies:

Essential

- **Business Critical Change Projects** - Significant and recent experience of leading business critical change projects within a complex organization.
- **Understanding of Change** - Clear understanding of the barriers and levers for changes and behavioural challenges and motivation for change – as individuals and as part of a group/team.
- **Project Management** - Project management experience and the ability to build effective key stakeholder relationships.
- **Communication Techniques** - Project appraisal and feedback techniques to communicate risks, financial implications, progress and milestones.
- **Change Process Activities** - Change process activities from concept to implementation – such as planning, training, documentation and effective communication skills to sell the project vision to staff at all levels.
- **Leadership** - Leadership qualities to display personal credibility and trust to introduce and embed high levels of change within, and between, busy, diverse and complicated organisations.

Desirable

- Understanding of the Parliamentary context
- Operational, business and managerial experience within the Catering industry, including knowledge of catering ICT systems
- Knowledge and experience of relevant management and business change techniques, as well as project management and business analysis.

Terms and conditions

Salary and allowances

The post is paid in accordance with House of Lords grade HL7 (£38,625 per annum). Pay increases usually depend on performance as assessed in annual performance reviews, up to the current band maximum of £46,951.

Salary is paid monthly by bank transfer.

Probation

There is a probationary period of six months.

Term and hours

The post is fixed term for 18 months with the possibility of extension and is for 41 hours per week (including break-time).

Consideration will be given to candidates expressing a wish to perform the role on a flexible working arrangement such as those set out below:

- Job-share
- Compressed hours
- Home working (1-2 days a week)
- Remote (other than home)/Mobile working
- Parliamentary Term-time¹ working

If you are selected for interview, please inform the panel of the days/hours you are available to attend.

Benefits

As an employee of the House, you will be entitled to our benefits such as a season ticket loan, a Parliamentary Health and Wellbeing Service, including access to a dedicated Employee Assistance Programme and many more. Full details can be found on our [Employee Benefits](#) page.

Pension

The House of Lords participates in the [Civil Service Pension Schemes](#). As an employee of the House, you will be entitled to join one of these highly competitive pension scheme arrangements.

Annual leave

Annual leave entitlement is 30 days (increasing to 35 days after one year's service) plus public and bank holidays. In most offices annual leave may be

¹ Parliamentary term time relates to the periods when the House of Lords is likely to sit. This is broadly in blocks between October and Christmas, the New Year and Easter and post-Easter until the Summer break. Parliamentary term time overlaps to some degree with school terms but does not read across exactly.

taken only during periods when the House is in recess and must always be agreed in advance with the line manager and Head of Office.

Inclusion and Diversity

The House of Lords Administration is committed to increasing diversity and maintaining an inclusive workplace culture. We welcome applications from all candidates regardless of their age, caring responsibilities, disability, gender/sex, gender reassignment/trans status, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sexual orientation and socio-economic status. The Administration will also consider flexible working arrangements and reasonable adjustments.

We welcome and encourage job applications from people of all backgrounds. For this role we particularly welcome applications from groups which are currently underrepresented within the team, including applications from Black, Asian and minority ethnic candidates, candidates with disabilities and candidates who identify as women.

Pre-appointment checks

For external candidates, appointment depends on satisfactory references, health and security checks and where necessary proof of qualifications.

Successful candidates' publicly open social media profiles will also be checked under this stage of the process and information obtained may be used to review suitability for the job role.

Baseline Security Standard

The House of Lords (along with all government departments) has to comply with a Baseline Security Standard. The standard requires that we ascertain the identity of the applicant, their right to work in the UK, their employment or academic history over the last three years, and their address history over the last three years.

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 see the [National Security Vetting booklet](#) for further information.

In addition, applicants are required to give a reasonable account of any significant recent periods of time (more than six months) spent abroad. Applicants who have been unemployed or self-employed for over six months in the last three years (whose last three years' employment/academic history are not covered by references) will be asked to provide further documentation to prove their history.

Returning your completed application

Please complete your online application by 12 noon on Monday 27 September 2021.

If you require any reasonable adjustments during the application process, please contact HLHumanresources@parliament.uk or call 020 7219 3185.

Telephone enquiries

If you wish to find out more information about this post, please contact Stephen Perkins on 020 7219 1635.

No recruitment agencies please.