
Job Description

Job Title:	Senior Change & Engagement Manager
Directorate:	Delivery & Customer Experience (D&CX)
Banding:	A2
Reporting To:	Head of Change & Engagement
Responsible For:	This role may have line management responsibility for one or more Change & Engagement Leads (B1). This role also operates within a matrix management environment.

The Role

The Senior Change & Engagement Manager is a specialist role within the Digital Service, responsible for defining, implementing, and leading strategic change management and engagement approaches in digital programmes and projects, and in other areas if appropriate.

They work with staff and Members (and their staff) of each House to prepare them for the changes that come with the implementation and embedding of new technology and associated business change. Programmes/projects may range across the following: transformation of Parliament's business applications, data and information, as well as technical infrastructure.

Senior Change & Engagement Managers work with project and programme staff on areas including benefits identification and management, stakeholder engagement, communications, process and culture change, and organisational development. They work closely with many staff across Parliament and in the Digital Service, helping us to demonstrate the value we are adding through realisation of benefits and effective business change. They also participate in the Digital Change & Engagement Guild for peer networking and support, sharing knowledge and skills and contributing to a framework of professional standards.

This role operates in a matrix management environment. It reports into the Head of Change & Engagement for line management purposes and to the relevant Programme/Project Manager (and SRO/Executive) for programme/project related activities. Please read the [Matrix Management Guidance](#) for more information. There are also strong links with the Head of Communication for PDS to ensure quality standards and co-ordination with overall communications messaging.

Key Responsibilities

- Developing and implementing effective change management strategies and plans to prepare for, manage, and embed change (including understanding and managing change impacts) in line with strategic business objectives.

- Working with key stakeholders and benefit owners across Parliament to establish mechanisms for defining, tracking, and measuring the benefits of the change to be delivered through the programme/project.
- Building strong relationships with key stakeholders (including senior colleagues) to help ensure that change impacts are understood and managed effectively, including ensuring managers have the necessary information to communicate changes and their impact to staff.
- Working with colleagues and stakeholders to identify and mitigate key change and engagement risks and issues.
- Identifying what changes in processes, procedures, and practices are needed to achieve the change and deliver (for example) the planned benefits, outcomes, target operating model, and future state.
- Developing and implementing a communications and engagement strategy and plan to support the change, collaborating closely with communication and engagement teams across Parliament to implement strategy, ensuring quality and appropriate messaging, timing, audiences, and channels, to contribute to the overall success of the programme/project.
- Ensuring that programme/project teams integrate change management practices and metrics into their planning.
- Participating in the Digital Change & Engagement Guild for peer networking and support, sharing knowledge and skills and contributing to a framework of professional standards.

The above list of key responsibilities is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and banding of the post.

About Us

The Parliamentary Digital Service, a joint department of both Houses of Parliament, provides technology and intranet services to all Parliamentary users. It is also responsible for the strategic direction of Parliament's digital offering through [Parliament's Digital Strategy](#) and the delivery and management of parliamentary digital platforms, including the website. We support Parliament through our team of over 450 dedicated and professional digital colleagues.

Our Values

The post holder will be expected to operate in line with the Parliamentary Digital Service workplace values which are:

Care – Caring for ourselves, each other, and the people who use our services

Confidence – Believing in the value of what we do and showing pride in our work

Community – Working together as one team and building communities to share skills and expertise

Curiosity – Learning, listening, and challenging to be the best at what we do

The Requirements

Criterion 1

Demonstrable ability to develop and successfully implement change management strategies and plans (based on proven methodologies) in complex organisations across the lifecycle of a large/complex programme or project, including embedding the change.

Criterion 2

Excellent communication, influencing, and negotiation skills, with experience of building and maintaining strong relationships with colleagues and diverse groups of stakeholders at all levels, ensuring a good understanding of their needs and challenges.

Criterion 3

Ability to work autonomously and collaboratively, demonstrating excellent planning and organisational skills with the ability to prioritise and deliver results within often tight and competing deadlines.

Criterion 4

Strong teambuilding and people management skills with the ability to lead and develop a diverse team, ensuring resources are organised appropriately and effectively while upholding the values of equality, diversity, and inclusion.

Criterion 5

Ability to manage people effectively, with experience of setting realistic objectives, monitoring performance, giving feedback, and supporting development using a coaching approach.
