**Senior Business Change Manager**

**Job Description and Person Specification**

**Devon and Somerset Fire and Rescue Service**

# **Job description**

Job title: Senior Business Change Manager

Grade: Grade 8 (Subject to Job Evaluation)

Department: Strategic Business Change

Reports to: TBC

Line manager responsibilities: Matrix to specified project resources and direct line management of Lead Business Change Managers

Updated: February 2024

Job Evaluated: TBC

**Main purpose of job**

To develop, lead and manage the change management process itself, which can be a complex and challenging task. The manager interfaces with all levels of management and staff t ensure that changes are smoothly and effectively implemented. The Senior Business Change manager will lead change management activities in the right direction and work to ensure that changes meet the organisation’s goals, working closely with both the project managers and business change area leads where the change will impact, to ensure staff feel engaged and supported through organisational change.

**Main Responsibilities and Duties:**

* **Strategy** – Lead the development of change management strategies and road maps to achieve the organisational goals and leading implementation as appropriate.
* **Change Planning and Delivery –** Developing and implementing plans to manage the people impact elements of change throughout the organisation, ensuring any change becomes embedded into new ways of working. Aligning and integrating with the project plans.
* Leading, coordinating, and managing change management activities that support strategic business change.
* **Change Needs Analysis** – Work with senior stakeholders to define the scope and objectives of business change initiatives.
* Providing expert advice on handling a change in an organisation as necessary.
* **Communication and Training –** work with the communications and engagement team on communications planning. Provides content relating to Business Change across areas of responsibility.
* Communicating change management plans to key stakeholders to ensure their understanding and buy in.
* Coaching and mentoring managers, supporting them to lead through the change process and developing training and upskilling areas of the business as required in the practice of change management.
* Monitoring and assessing the impact of change on employees and reporting this to senior management for further analysis and evaluation, working closely with the Communications and Engagement Team.
* Developing training programmes as required to help employees understand and adapt to change and working closely with the comms and engagement department and people services teams to ensure practices are aligned.
* **Stakeholder Management –** Identify and classify stakeholders, ensures their inclusion in stakeholder engagement plan, working with the communications and engagement team. Point of contact for senior stakeholders, providing regular progress updates, highlighting any issues or risks that need to be addressed.
* Build and maintain strong relationships with project teams and key stakeholders, managing expectations and ensuring that communication is timely, effective and transparent.
* **Financial Management –** Managing the budget and resources associated with the change, as well as providing regular updates to senior management.
* **Business Readiness assessments** – Identify, qualify and manage the business readiness criteria across areas of responsibility before implementation.
* **Continuous Improvement** – Keep up to date with industry trends and best practices in change management and apply this knowledge to improve the effectiveness of change programs.
* **Management and Leadership –** Provide direction and guidance to team. Lead and manage cross-functional teams to support in delivery of change programs, ensuring they are delivered to the required outcome.

**Core Values of the Service**

We are proud to help.

We are honest.

We are respectful.

We are working together.

Please follow this link to the Service Core Values [Behavioural Framework](http://www.dsfire.gov.uk/WorkingForUs/ACareerwithDSFRS/CoreValues.cfm?SiteCategoryId=13&T1ID=44&T2ID=372)

Signed acceptance of the core values of the Service and agreement that the job description is a fair and accurate statement of the requirements of the job: -  
  
Job holder: Date:

Job holder’s manager: Date:

Designated senior manager (if applicable) Date:

##### Person specification

Grade: 8 (subject to JE)

Job title: Senior Business Change Manager

## **Key competencies**

Strong leadership and management skills

### **Essential and measured by application and interview.**

Excellent communication and presentation skills, with the ability to convey complex ideas to both technical and non-technical audiences at all levels of the organisation.

**Essential and measured by application, and interview.**

Excellent numerical and analytical skills

**Essential and measured by application, and interview.**

Professionally recognised change management qualification.

**Essential and measured by application and interview.**

Excellent project management skills with the ability to manage budgets, timelines, and resources while delivering against multiple priorities and working under pressure.

**Essential and measured by application, and interview.**

Analytical and problem-solving skills with the ability to develop data-driven insights and recommendations.

**Essential and measured by application, and interview.**

Proven ability to respect and maintain confidentiality.

**Essential and measured by application and interview.**

**Work Experience**

Experience of working with senior executives and managing change at a strategic level.

**Essential and measured by application, and interview.**

Extensive experience in a Senior Change Management role, ideally within a complex organisation, with a track record of successfully delivering complex business change projects.

**Essential and measured by application, and interview.**

Experience in developing and implementing change management frameworks and methodologies.

### **Essential and measured by application, and interview.**

Experience of working in a Public Sector environment would be advantageous. .

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**Desirable and measured by application, and interview.**

## **Qualifications and knowledge**

Relevant professional qualification in Change Management

**Essential and measured by application and interview.**

Willingness to acquire / maintain all qualifications and certificates as required by the Service

**Essential and measured by application, and interview.**

Knowledge of Programme and Project management.

**Desirable and measured by application and interview.**

## **Personal qualities and attributes**

Willingness to undergo appropriate Vetting/Screening processes in line with Devon and Somerset Fire and Rescue Service’s requirements.

**Essential and measured by application and interview.**

Proven ability to cope with ambiguity with a range of stakeholders.

**Essential and measured by application, and interview.**

Strong interpersonal skills.

**Essential and measured by application, and interview.**

Professional in conduct

**Essential and measured by application and interview.**

Collaborative approach with strong stakeholder ethic.

**Essential and measured by application and interview.**

Self motivated with keen drive to achieve successful outcomes.

**Essential and measured by application and interview.**

Experience of leading a team in a complex environment.

**Essential and measured by application test, interview.**

Proven ability of working effectively and efficiently both as an individual and as a member of a busy team.

**Essential and measured by application, and interview.**

High level organisational skills with the ability to deal with competing priorities.

**Essential and measured by application and interview.**

Effective time management skills.

**Essential and measured by application and interview.**

Strong negotiating and influencing skills.

**Essential and measured by application, and interview.**

Commitment to continuous improvement in relation to self and management of a wider team.

**Essential and measured by application and interview.**

Valid driving licence; ability and willingness to travel / work throughout Devon and Somerset and if required, beyond these boundaries. Post holder will be required to pass DSFRS driving assessment.

**Essential and measured by application, and interview.**

**Factor guides.**

### **Supervision/management of people**

Level TBC.

### **Creativity and innovation**

Level TBC.

### **Contacts and relationships**

Level TBC

### **Decisions – discretion**

Level TBC

### **Decisions – consequences**

Level TBC

### **Resources**

Level TBC

### **Work environment – work demands.**

Level TBC

### **Work environment – physical demands.**

Level TBC

### **Work environment – working conditions.**

Level TBC

### **Work environment – work context.**

Level TBC

### **Knowledge and skills**

Level TBC