



Role Profile

Job Title: BMIU Team Manager			
Reference No.	A4852	Type	Generic
Service	Revenue & Commercial Service - BMIU		
Job Family	Team Manager	Grade	FC9

Purpose
To lead and manage a team responsible for business transformational change arising from major initiatives and projects within the Directorate.
Ensuring delivery of business change by promoting the best use of existing or new technologies by working closely with BTS in line with Council's wider improvement programme

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
<p>Managing the development and delivery of business change projects and continuous improvement work within the Finance and Corporate Services Directorate.</p> <p>Leading and progressing identified change from Corporate and Directorate change plans to ensure:</p> <ul style="list-style-type: none"> • technological solutions are fully utilised • digital first • process improvement • new ways of working are embraced 	<p>Educated to SCQF level 9, which includes a Degree or equivalent experience that would demonstrate the standard of work required for the role</p> <p>Project/Programme/Change Manager qualifications e.g. PRINCE2, MSP</p> <p>Experience of successful Programme/Project delivery</p> <p>Leadership skills</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

<p>Developing robust change implementation and transition plans with responsibility for ensuring change is successfully managed and delivered throughout projects. Identifying and managing anticipated risks along with supporting mitigation to reduce any operational impact.</p> <p>Leading and managing a cohort of Business Change Lead Officers and Business Change Officers with responsibility to deliver change and improvement across the Finance and Corporate Services Directorate and the wider Council.</p> <p>Taking the lead role in developing and realising employees' full potential through effective objective setting, performance management and skills development. Ensuring high standards of service delivery and effective use of resources across all areas of the Service.</p>	<p>Experience in managing a team and motivating others</p> <p>Experience of supporting staff development</p>	<p>✓</p> <p>✓</p>	
<p>Responsible for assessing projects and improvement work requests, deciding feasibility and impact on the Council if progressed.</p> <p>Responsible for prioritising and delegating viable projects to Lead Officers to ensure maximum benefits and efficiencies to the Council.</p> <p>Leading on transition management and controlling the timing of landing change to ensure business as usual is maintained. As well as Services being prepared for the change being implemented.</p> <p>Key lead for impact analysis, change readiness, including training, communications and identification of relevant Stakeholders for projects.</p>	<p>Analytical skills</p> <p>Experience of managing conflicting demands</p> <p>Significant experience in driving, managing and supporting organisational change and service improvement.</p> <p>Organisational skills and ability to react and reprioritise quickly</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>

<p>Managing Stakeholders by working closely and collaboratively with colleagues across Council Services to plan, implement and adopt change successfully. Preparing affected business areas for transition to new ways of working.</p> <p>Attend cross-organisation meetings with Heads of Service and Senior Management to land business change and improvements to processes effectively.</p> <p>Directing the communication efforts to support the design, development, delivery and management of communications within projects and improvements.</p> <p>Preparing and/or checking reports to ensure quality control for Directorate Management Team which may be presented at CET.</p> <p>Act as the key contact for Business Change Leads, Officers and Services.</p>	<p>Experience of developing and maintaining effective relationships with Senior Management, Council Services and other relevant organisations.</p> <p>Presentation skills</p> <p>Excellent verbal and written communication skills with the ability to listen and influence individuals at all levels to ensure the best service delivery.</p> <p>Report writing skills</p> <p>Customer service skills aligned with strong organisational and business awareness</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Responsible for applying change management processes and tools to create a strategy to support and engage senior leaders on the changes and desired outcomes.</p> <p>Driving continuous improvement by ensuring best practice and knowledge sharing is promoted, communicated, cascaded and replicated throughout the Directorate.</p>	<p>Experience in using change management tools</p>		<p>✓</p>
<p>Leading the activities associated with benefits realisation and ensuring that continued accrual of benefits can be achieved and measured after the business change has been implemented.</p>	<p>Knowledge of baselining, measuring, tracking and delivering benefits</p>		<p>✓</p>

<p>Establishing and implementing the mechanisms by which benefits can be delivered and measured.</p>			
<p>Assist assessing the impact of change and ensuring appropriate engagement, business change communication, training and support is in place.</p>			
<p>Leading the team to ensure a consistent approach to maintaining and updating project and programme plans.</p>			
<p>Ensuring outcomes can be achieved and realised for the business change programme, identify savings against costs for the delivery of significant financial savings within the Directorate.</p> <p>Reviewing ongoing business change projects to ensure success measures and benefits are captured with any concerns and lessons learned during the process communicated, shared and addressed.</p> <p>Introducing performance measures across services to ensure:</p> <ul style="list-style-type: none"> • Quality of Service • Adequate resources within services • Attainable goals and timeous service delivery • Accountability and ownership • Clear expectation and empowerment 	<p>Knowledge of project/programme management and performance requirements.</p>		✓
<p>Support the Business Change Manager with the alignment of change across the business with clear communication strategies that will deliver clear results for the services.</p> <p>Deputising for the Business Change Manager as agreed from time to time.</p>	<p>Demonstrate strategies and project work delivering efficiencies or savings</p>		✓

Acting as Business Continuity Representative working with Emergency Planning and Resilience to co-ordinate and act on any Emergency situation.	Awareness of emergency planning policies and practices		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Job Title (Specialists Tasks)			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours

- Skills Framework (if applicable)
- **How** we work matters

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.