



# Role Profile

<b>CHANGE AND IMPROVEMENT MANAGER</b>			
Reference No.	I557.01	Type	Individual
Service	Health and Social Care		
Job Family	Professional 4	Grade	FC10

<b>Purpose</b>
<p>The post holder will communicate with an extensive range of internal and external project stakeholders at strategic and operational levels and on a one to one basis to ensure that the strategic vision of their programme is communicated with all stakeholders and that the requirements of stakeholders are understood and communicated.</p> <p>The post holder will negotiate with and influence operational and clinical staff at all levels, professional advisors, representatives of statutory bodies and others and where necessary, challenge assumptions and “norms” to ensure that the eventual redesign meets operational and clinical service requirements. You will be required to concentrate for sustained periods to find creative solutions to complex problems and communicate these effectively using written verbal and presentational skills.</p> <p>The post holder will be responsible for the collation and presentation of complex, sensitive and occasionally at times contentious information.</p>

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Leading the design, facilitation and planning of major and complex change initiatives at a local level, to facilitate integration of transformational work across Services.	<p>Educated to SCQF level 11, which includes a Masters Degree, Post Graduate Diploma, SVQ level 5 or equivalent</p> <p>Extensive Senior Management experience</p>	<p>✓</p> <p>✓</p>	

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	Experience of Project Management (Deliver results – See ‘How We Work Matters’ Framework)  Experience of operational service delivery at senior management level (Take ownership)  Extensive relevant working experience	✓  ✓  ✓	
Providing direction to identify and develop approaches to prioritise and promote improvements across Health and Social Care which make most impact on Improvement Programme outcomes, deliver key strategic improvement priorities, and meet the needs of Services.	Experience of Strategic and Operational Planning at a senior level	✓	
Overseeing and leading the work of the stakeholders to achieve system change.	Advanced analytical and problem solving skills	✓	
Planning and maintaining work systems, procedures, and policies that enable and encourage the optimum performance ensuring that information systems can capture and store the statutory information required.			
Identifying priority improvements from both quantitative and qualitative diagnostic information (and take steps to fill gaps in available diagnostics where these become apparent), using that information about the impact of improvement activity to inform future interventions and approaches.			
All day to day decisions on allocating project resources to meet project deadlines and requirements, including forward planning to identify and meet future resource requirements.			
Preparing and maintaining the Project Plan and any subsequent exception plans as required ensuring the day to day management of project specific tasks, planning and prioritising work streams, planning for and managing peaks in project workloads, and monitoring progress to ensure project deadlines are met.			

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Based on professional judgment anticipate project specific issues and take appropriate steps to address, resolve or mitigate them.			
Developing and implementing project specific procedures and methodologies, to control and measure costs, time and quality and the establishment of a robust change mechanism to record, track, cost and evaluate all project changes no matter their source.	Communication skills	✓	
Directing, managing co-ordinating and monitoring the work of the multi-agency team to meet key project deadlines.			
Evaluating outputs and advice from professional team members and others, assessing the impact on project progress and taking appropriate decisions and actions to progress the project.			
Ensuring that project support staff and internal teams deliver the necessary outputs to time and with appropriate levels of detail.			
To work effectively with health and social care staff, clinicians and the wider community, the public and other partners to develop a new the Health and Social Care Partnership Strategic plan.			
Determining priorities and anticipate, responding to and resolving issues as they arise within professional and statutory limits.	Experience of working within a Local Authority or large organisation		✓
Develop strong working relationships with all internal and external stakeholders ensuring the redesign is supported by the range of skills and expertise necessary to succeed.	Experience of effective multi agency working (Focus on customers)		✓
	Participation in corporate/external working groups (Work together)		✓
Developing and on-going maintenance of the Project Risk Log, including chairing the Locality groups, set up to record, track and evaluate project progress and risks as they are identified, reporting on a monthly basis to the Project Board, including the implementation and progress of identified mitigating actions and risk status.	Provision of support in a professional environment		✓
Collating and presenting complex, sensitive and occasionally at times contentious information.	Up to date training and appropriate certificated training relevant to the role		✓

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Negotiating with and influencing operational and clinical staff at all levels, professional advisors, representatives of statutory bodies and others and where necessary, challenging assumptions and “norms” to ensure that the eventual redesign meets operational and clinical service requirements.	Experience of major project design, planning and implementation Innovative approaches (Embrace technology and information)		✓
Ensuring that all project stakeholders are appropriately informed and involved as the project progresses, including general public and interest groups.			
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:

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### Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

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**Additional Information** – the following information is available:

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

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results