



# Role Profile

## Business Change Manager

Reference No.	A4485	Type	Generic
Service	Various		
Job Family	Team Manager 3	Grade	FC10

### Purpose

To lead and manage the business change arising from major programmes, identifying and managing benefits from the delivery of the new capabilities.

To identify, plan and assess progress of a set of related business changes within the programme and to manage their interdependencies in support of specific business strategies.

To maintain a strategic view over the change, taking primary responsibility realising of benefits and achieving measured improvements.

To integrate and manage the transition of the change with mainstream business activities and monitor performance.

**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**

Ensuring development and ownership of benefits profiles and the benefits realisation plan. Defining the performance measures for monitoring delivery of benefits. Day to Day focus on realising beneficial change.

Educated to SCQF level 9, which includes a Degree or equivalent

Postgraduate qualification

Experience of:-  
 Operational delivery within public sector  
 Successful business change  
 Resource management

✓

✓

✓

✓

✓

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	Performance management Quality management	✓ ✓	
Identifying, defining and tracking of benefits and outcomes required of the programme.	PRINCE2 qualification		✓
Managing the realisation of benefits, and ensuring that continued accrual of benefits can be achieved and measured after the programme has completed.	Planning skills	✓	
	Evidence of positive support for significant change programmes or projects		✓
	Experience of driving, managing and supporting organisational change and service improvement		✓
Implementing the mechanisms by which benefits can be realised and measured.	Project management skills	✓	
Monitoring business stability and capability to cope with the level of change and assessing the ability to continue to deliver while the change is embedded.	Experience of working under pressure	✓	
Advising the programme Manager at key points to allow decisions on progress, ensuring that business stability is maintained during the transition to new ways of working.	Business Transformation/Change Management Skills	✓	
Preparing services for the transition to new ways of working and implementing new business processes.	Leadership skills (Take Ownership - See 'How We Work Matters' Framework)	✓	
Initiating service assurance reviews to ensure the new capabilities are being embedded and established.	Experience of managing conflict (Work together)	✓	
Facilitating the appointment of individuals to service change roles.	Ability to provide a regular and effective service (Deliver results)	✓	
Providing support and guidance on change management processes, procedures, tools and techniques to service managers and their teams.	IT skills (Embrace technology and information)	✓	
Ensuring maximum efficiency in the allocation of resources and skill across the change areas within the programme.	Financial management skills	✓	
Managing 3rd party contributors.	Organisational skills	✓	

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Developing and managing communication with stakeholders, initiating communications between them and acting as a single point of contact for defined groups.	Experience of developing and leading communication to a wide range of internal and external stakeholders (Focus on customers)	✓	
Reporting progress of benefits realisation at regular intervals to the SRO.	Verbal and written communication skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>
<b>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.</b>

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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