Business Change Lead – Innovation and Change Lead

£53,440 – £69,359

10 Woodcock Street, Aston

Fixed Term Contract / Permanent

Working 36.5hrs per week. Birmingham City Council is adopting an innovative approach to change; working with partners, citizens and service delivery experts to design and deliver the council of the future. We are looking for two Senior Business Change Leads who will be key to supporting the Assistant Director for Organisational Development and Change to achieve this ambitious agenda.

These roles are crucial in the engagement of the whole organisation to be able to design the council of the future together. Working in close collaboration with other OD team leads, the post holders will ensure that the Council is able to deliver on this innovative and exciting period of change, driving through a culture change programme with the aim to ensure that the Council’s purpose, vision, priorities, values and behaviours are embedded.

As a Business Change Lead, you will be aligned to either the Change Academy, which is focussed on providing the skills, knowledge and capacity to drive the delivery of the change at Birmingham City Council, or the Improvement Hub which leads specific programmes/projects relating to culture/behaviour change supporting the Council as a whole, to own the transformational journey.

You will provide strategic advice and support on the research, design and development of innovative OD initiatives in support of the People Strategy, using expert knowledge of people’s reactions to change and an in-depth knowledge and understanding of the wider professional HR agenda. You will have experience of providing strategic leadership on OD & Change critical tools such as workforce planning, lean, systems thinking, talent management, agile, performance management, development, service redesign and leadership.

We require someone who has a successful proven track record in a business change management environment, with an expansive knowledge of the programme management discipline. You must have good leadership, relationship, communication and presentation skills combined with a good track record of delivering innovative Business Transformation programmes within a complex and challenging environment.

Ref: R1612016J

Closing date: Tuesday 30 August 2016

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Visa & Immigration (UKVI) before any employment offer can be confirmed.”

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful”
Economy Directorate

Job Description

Post: Business Change Lead

Division: Corporate Support Services

Salary/Grade: 7

Section: Human Resources

1. **Job Purpose**

The Business Change Lead will drive the delivery of the Change agenda at Birmingham City Council, providing the skills, knowledge and capacity to implement Directorate and team level change programmes to achieve our vision to create a council for the future.

Based in either the Change Academy or the Improvement Hub the post holder will provide expertise on culture/behaviour change across service areas, designing and developing bespoke approaches that will work for and with Birmingham City Council.

The post holder will have strong experience of change and OD methodologies including Lean, Systems Thinking, Business Process Reengineering and Culture change approaches, in addition to excellent change, programme and project management skills. The post holder will influence a range of stakeholders including senior managers, service experts, Councillors and external partners.

Leading a small team of OD & Change practitioners the post holder will be required to deliver large scale and sustainable culture change initiatives with pace and precision, which will impact across the Authority. The post holder will deliver multi-level interventions to ensure change in the organisation can be sustained.

2. **Duties and Responsibilities**

2.1 To develop and maintain strong relationships with key stakeholders to support and influence the business agenda enabling the delivery of culture change in line with the service area strategies and plans.

2.2 To manage the delivery of a complex culture change programme that will impact across the whole organisation, providing multi-level change interventions at the corporate, directorate, team and individual level.

2.3 To provide support and challenge to individual service area/directorate requests on the ambition and drive of workforce and culture change within their areas and where, in their professional judgement, alternatives should be considered. The impact of which may have significant implications for the relevant programmes (and therefore the Council's) budget and policy.
2.4 To provide professional high level strategic OD support and advice on complex OD matters to the leadership team in the directorate, ensuring the appropriate OD delivery resource is made available to support this activity in a timely manner.

2.5 To ensure the initiation, high level design and effective execution of integrated people solutions and initiatives that address key drivers and identified organisational and business needs in the directorate.

2.6 To provide strategic advice and support on the research, design and development of OD initiatives in support of the People Strategy, using expert knowledge of people’s reactions to change and an in-depth knowledge and understanding of the wider professional HR agenda to recommend future plans to ensure the continued evolution of the change agenda.

2.7 To take a lead role driving progress with a number of key change, OD and transformation programmes, providing a particular focus on culture and behavioural change supporting new ways of working, understanding dependencies across Change Programmes, maximising efficiency and guarding against duplication of effort.

2.8 To coach senior leaders on making transformational change and/or incremental improvement by embedding the Council’s approach to change management. Developing principles of agreed standards, skill and approach to ensure shared learning and focus, where appropriate.

2.9 To provide robust evidence on how the culture of the organisation is changing across the course of the Improvement Hub programme.

2.10 Provide consultation and technical advice to managers, teams and individuals in relation to the design and delivery of professional, innovative and flexible OD & Transformation interventions (projects) to enable sustainable outcomes to be achieved.

2.11 To manage a small team of OD, change and project experts to deliver the requirements of improvement programmes. Providing professional support and advice on a variety of change, engagement and OD techniques and tools.

2.12 Provide sound, professional advice to the directorate management team on the Improvement Hub agenda, liaising with other OD & Change leads to implement holistic OD interventions.

3. **Supervision Received**

3.1 **Supervising Officer Job Title**

   Assistant Director, OD & Change

3.2 **Level of Supervision**

   Plan own work to ensure the meeting of defined objectives.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

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<tr>
<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
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<tbody>
<tr>
<td>Business Change Manager/ Innovation and Change Lead</td>
<td>7</td>
<td>7</td>
<td>N/A</td>
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5. **Special Conditions**

**Contacts:**
Chief Officers, Heads of Service, Managers
Elected Members
External partners (e.g. BCVS, Capita, FutureGov, Innovation Birmingham, ImpactHub, TedX)
Staff working in related areas in other City Council directorates

**Equality/Diversity:**
Promote, adhere to and implement the City Council’s Policy on Equality of Opportunity across the Council and within the Directorate generally and work consistently to embed equality and diversity into service delivery through the Equality Impact Needs Assessment process. Support Equality and Diversity groups across the Authority and ensure that their engagement/priorities links with the Council’s trajectory.

**Sustainability:**
Promote the City Council’s sustainability Strategy by implementing working practices and procedures that ensure a sustainable approach to the use of resources and that resources are disposed of in a sustainable way.

**Health & Safety:**
Implement the Directorate Health and Safety Policy ensuring that there is:
- regular and systematic identification, review and evaluation and control of risks
- promotion of safe working practices
- action to stop unsafe working practices and procedures
- compliance with the Health & Safety Policy

**Other Details**
The jobholder will be expected to carry out his/her duties at such times and upon such days as may be most effective in respect of the task in hand. This will inevitably involve reassessment of the working week and attendance during the evening, at weekends and bank holidays and at performances and other events. Financial recognition for this is reflected in the basic grade of the job.

Observance of the **City Council’s Equal Opportunities Policy** will be required.
# Person Specification

**Post:** Business Change Lead  
**Grade:** 7  
**Division:** Corporate Support Services  
**Section:** Human Resources

**Method of Assessment (M.O.A.)**  
A.F. = Application Form; I = Interview;  
T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tr>
<td><strong>Education/Qualifications</strong></td>
<td>Recognised qualification / accreditation and / or continued professional development relevant to the role (CIPD or equivalent)</td>
<td>AF/C/I</td>
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| **Experience**            | Experience of designing cultural change programmes which drive transformation from within a service area, using a variety of OD & Change tools and techniques.  
Experience of managing a programme team and delivering complex change programmes to achieve short term and long term benefits.  
Experience of building excellent relationships to deliver change across partnership networks  
Experience of designing and embedding innovative and bespoke change approaches within a business | AF/I  
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T |
## Skills & Ability

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<th>e.g. written communication skills, dealing with the public etc.</th>
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<td>Strong Influencing and consultancy skills with excellent data analysis and data interpretation capabilities enabling the integration of new concepts into programme planning</td>
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<td>Ability to multi task- operating successfully in a demanding, complex environment where the ability to manage multiple demands and priorities is paramount</td>
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<td>An excellent communicator of complex information both written and verbal. Ability to write concise, clear and accurate reports and briefings, prepare and present verbally in a concise and clear and engaging manner.</td>
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<td>Ability to facilitate sessions with large audiences using problem solving and root cause identification skills.</td>
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<td>Ability to operate sensitively with the capacity to quickly establish credibility and build relationships with senior managers, colleagues and business leaders</td>
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<td>A thorough understanding of local government and its context and in particular the people issues within the local government sector in relation to sustainable change.</td>
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<td>Comprehensive knowledge of change, programme and project management methods, tools and techniques.</td>
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<td>Knowledge of OD frameworks, in particular motivation and leadership frameworks to use within own team environment and client team environments.</td>
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