

NHS PROPERTY SERVICES LTD

Job Description

Job title:	Delivery & Business Change Senior Manager
Level:	5
Type of role:	Permanent
Base:	London
Travel requirements:	If/when required (across England)
Responsible to:	Head of Technology Services Delivery
Directorate:	Technology Services
Job reference:	TSDE08

Established in 2013, NHS Property Services is a property owner, service provider and advisor, helping to shape the estate of the NHS for the future. We have one goal: to ensure the NHS makes the right property choices that enable excellent patient care.

Our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 tenants across England. At a total value of more than £3bn, this represents about 10% of the total NHS estate.

Our properties range from listed buildings through to award-winning, state-of-the-art integrated health campuses.

Main purpose / scope of the role

The Technology Services delivery function exists to deliver directorate and pan-organisational technology change programmes and projects. The delivery function is responsible for delivering prioritised demand initiatives from across NHSPS business directorates

The Delivery & Business Change Senior Manager role will lead on the development of a change management strategy for TS and will ensure that both within TS and across all projects business readiness is a core consideration that is solved for and delivered throughout out the project lifecycle.

This role will be engaged with senior business stakeholders and have accountability for the successful management of the change elements of the programme of TS delivered projects focussing on the successful adoption of new technology in the business.

This role will from time to time act as an advisor for business change to projects outside of TS where technology engagement will be an advantage (training, business analysis, process change).

This is a leadership role that would suit an experienced and outgoing business change manager with project management skillsets and who has delivered systems change across government or multi-discipline programmes.

This role will lead a team of SMEs in the change function but will have matrix responsibility through the individual project managers for the change elements of all TS delivered projects and will support project managers and the TS directorate to embed change deliverables in to all TS lead projects including training plans, testing protocols, communication plans and post go-live support programmes where applicable.

The TS Delivery function is a newly formed, and an additional focus for this role will be to ensure that change methodologies are established within TS and that a 'fit for purpose' change framework is in place. This will be achieved by implementing new governance or policies, templates, processes, and tools aligned to the PM CoE project lifecycle and toolkit to ensure business change and operational readiness becomes a core

The Business Change Senior Manager is required to be a hands-on project delivery role. As well as oversight of the Change team and associated team management duties, this role will work to understand the project demand to define change requirements and identify resources for Training, Testing, communication and business readiness. The Change Manager will perform specific project delivery roles across a number of projects.

The role will work with the project managers and Project Management Centre of Excellence (PMCOE) to define practical effective change solutions that maximise the benefits of the technologies we are introducing and to improve and measure the user adoption rates to ensure a quantifiable ROI can be demonstrated in support of business cases. The Delivery Change function will operate in-line with existing NHS PS Project Management Centre of Excellence project lifecycle and toolkits.

Key Responsibilities

Establish a Delivery Change Function

- Lead the change function for TS by enhancing existing practices and implementing a change framework, policies, governance, template, processes, and tools
- Work closely with key stakeholders and project owners to support and educate them on running successful business change projects
- Provide advice and guidance to drive adoption and adherence of the agreed framework at all levels within the business
- Develop training frameworks and resources with NHS PS Learning and Development including leveraging the existing Litmos training platform where appropriate in support of consistent business change

- Formulate strategies to measure the effectiveness of the adoption and provide feedback to improve and optimise program content
- Document all solutions and processes to the agreed standard and ensure they are compliant with GDPR legislation.

Project Change Delivery

- Apply a structured change methodology and lead change management activities for all TS lead projects
- Assess the change impact of new technology introduction including stakeholder identity and manage anticipated resistance and business risks
- Facilitate and manage change workshops for projects from initiation throughout the project lifecycle as required to identify training, testing and change requirements for successful adoption of technology and change
- Support and engage senior client stakeholders, coach business leadership, senior managers, team leaders and supervisors to ensure individuals have the appropriate change resources identified for project delivery
- Produce delivery plans
- Work with project managers project to identify communication requirements and communication owners and ensure communication plans are implemented
- Oversee project training programmes ensure training plans, user roles and resources are identified to deliver training, including through including leveraging the existing Litmos training platform where appropriate training content and delivery resources are identified, including external vendors and SME training providers
- Formulate strategies to measure the effectiveness of the adoption and provide feedback to improve and optimise program content
- Support post project checks and lessons learnt reviews

Team management and resource planning

- Mentor the Change function team members and relevant centre of excellence roles around the business on best practice and business specific change methodology and established process and model.
- Set objectives for the team, undertake regular performance reviews, and fulfil line management duties as per HR policies and guidance.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A degree in a business or IT related subject area such as Business Management, Economics, Information Management, Computer Science or similar. • PRINCE2 • Project methodologies 	<ul style="list-style-type: none"> • MSP
Knowledge	<ul style="list-style-type: none"> • Significant knowledge of project execution / Change management experience • A solid understanding of how people go through a change and the change process • Experience and knowledge of change management principles, methodologies and tools 	
Experience	<ul style="list-style-type: none"> • Significant experience supporting change in the IT or Property industry • Proven leadership skills. • Ability to work under pressure and organise to consistently meet tight deadlines and offer practical solutions. • Strong strategic, analytical and problem solving skills. • Proven experience of delivering business change programmes and pan-organisation change efforts • Experience of leading a multi-disciplined teams, giving purpose and clear direction and promoting teamwork to ensure high motivation and performance. • Experience in managing senior stakeholders. • Experience in managing subcontracted services (external partners). • Excellent written and verbal presentation and communications skills. 	

Skills	<ul style="list-style-type: none"> • Takes initiative and consistently drives for improvement and high quality service. • Inspires confidence and empowers others to achieve organisational goals. • Ability to demonstrate tact and diplomacy and maintain confidence. • Able to work effectively at all levels in an organization • Proven experience of delivering change 	
Personal qualities/abilities	<ul style="list-style-type: none"> • Flexible and adaptable; able to work in ambiguous situations • Organized with a natural inclination for planning strategy and tactics 	