

JOB DESCRIPTION

Job Title	Project and Change Officer		
Directorate	Strategy, Performance & Communications		
Reporting to			
Grade	11		
Evaluation ref	AG0737	Job Family ref	PRC11
Role purpose			
<p>The role of the Project and Change Officer is pivotal in ensuring the successful delivery of projects and change initiatives within the organization. Reporting to the Project and Change Manager, this role involves comprehensive project planning, change management, resource allocation, and stakeholder engagement. The officer is responsible for proactive risk analysis, management, and resolution, ensuring that projects are delivered on time, within budget, and to the desired quality standards. Key responsibilities include establishing and managing governance arrangements, producing and maintaining essential documentation such as business cases and project plans, and coordinating change activities. The role also involves providing advice and guidance on project and change management methodologies, working closely with staff across various departments, and acting as an ambassador for change. Additionally, the officer ensures compliance with statutory and regulatory duties, promotes equality, diversity, and inclusion, and upholds the organization's values in all activities. This role requires strong organizational, communication, and leadership skills to effectively manage multiple tasks and support the successful implementation of new systems, processes, or transformations.</p>			
Responsibilities			
<p>Main Responsibilities & Duties</p> <ul style="list-style-type: none"> • Responsible for supporting all aspects of the successful delivery of projects or other time specific work assignments to defined time, cost and quality. Including project planning; change planning and management; resource planning; communications planning; stakeholder engagement, proactive risk analysis, management and resolution and benefits realisation. • Supports the establishment and management of appropriate governance arrangements, including production and maintenance of key documentation - business case, project mandate, highlight reports, project plan etc. • Coordinate the delivery of change activities associated with programmes and projects of change. • Be a positive ambassador of change. • Provide advice and guidance on change and project management activities, tools and methodology in support of programmes and projects of change. • Work with staff at all levels across the authority. 			

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- Act in an advisory capacity to ensure services are ready to operate new processes or within new environments that are associated with the implementation of a new system, process or transformation.
- Ensure the effective understanding and operation of any specific statutory or regulatory duty contained within the role.
- Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Planning and Organising

- Assist the Project and Programme Manager or assignment lead to develop realistic and achievable implementation plans, identifying risks to implementation.
- Identify and assess project and programme benefits, carry out change impact assessments, map stakeholders and create change plans.
- Track and monitor progress against the project, programme and change plans, identifying issues and carrying out corrective actions as necessary to ensure progress remains on track.
- Report progress, risks and issues to the relevant Project and Programme Managers or assignment lead, Programme Management Office and relevant governance boards.

Communication and Engagement

- Engage with business areas to identify level of change, supporting managers and staff throughout the change process.
- Identify and co-ordinate the delivery of appropriate stakeholder events such as consultation, workshops, awareness events to ensure they are engaged in the process, represented and informed.
- Develop and deliver co-ordinated project and change communications using a variety of media and communications channels.
- Monitor feedback from stakeholders and staff, vary the stakeholder management plan where necessary and considering the requirement for service-specific messages in addition to general change project messages; recommends appropriate communication interventions to build and sustain the desired level of commitment.
- Ensures all issues arising from communication events are resolved (or escalated) and feedback provided.

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Impact

Contacts and Relationships

- Works as part of a Project and/or Programme team, taking direction from Project and Programme Managers as appropriate.
- Operates as part of a wider Programme Management Office, ensuring that quality standards are maintained and that project, programme and change products are produced in a consistent and timely manner.
- Reports into Project / Programme Governance structures under the ultimate direction of a Senior Responsible Owner.
- Liaises with lead officers within council services, identifying cultural, logistical and technical barriers to change and identifying and agreeing actions to overcome these challenges.
- When required works with technical leads such as HR, Finance, Property and ICT, or 3rd party contractors to ensure appropriate specialist input is provided to implement the required changes.

Resources

- Generally works to clear precedents, specific policy objectives, established procedures and standards.
- Develops and reviews processes as required.
- Exercises judgement in the selection of the appropriate solution and presentation of recommendations through the application of acquired knowledge. The solutions may often be novel and untested and require careful implementation to ensure success.
- Will support initiatives delivering transformational change to the way in which SCC delivers services and with significant financial savings attached.
- May be responsible for the line management of staff within the Programme Management Office or programme/project team including managing staff performance and staff development. Improve the professional standards of staff, including morale, motivation and personal development. Set clear targets and objectives for staff.

Knowledge / Experience / Skills

Knowledge

- The role holder must have up-to-date detailed knowledge and understanding of project management methodologies and tools (E) .
- They should be knowledgeable about change management principles and practices (E) .
- They must be aware of the statutory and regulatory duties relevant to the role (E)

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- They should have knowledge of stakeholder engagement and communication strategies (E) .
- They should be familiar with risk management techniques and practices (D).
- They should have knowledge of equality, diversity, and inclusion policies and practices (D).

Experience

- The role holder must have experience in managing and delivering projects within defined time, cost, and quality parameters (E) .
- They should have experience in coordinating change activities and managing change impacts (E) .
- They must have experience in producing and maintaining key project documentation such as business cases and project plans (E) .
- They should have experience in providing advice and guidance on project and change management activities (E) .
- They should have experience in engaging with staff at all levels across an organization (D).
- They should have experience in promoting equality, diversity, and inclusion in the workplace (D).

Qualifications

- The role holder must have a higher-level qualification in a related field such as project management, business administration, or a similar discipline (E) .
- They must possess relevant certifications in project management methodologies such as PRINCE2 or PMP (E) .
- They should have qualifications in change management such as Prosci or APMG Change Management (D) .
- They should have qualifications in risk management (D) .
- They should have qualifications in stakeholder engagement and communication (D) .
- They should have qualifications in equality, diversity, and inclusion (D) .

Skills

- The role holder must have strong organizational and planning skills to manage multiple tasks and projects effectively (E) .
- They must have excellent communication and interpersonal skills to engage with stakeholders and staff (E) .
- They must have strong problem-solving and decision-making skills (E) .
- They should have the ability to provide clear and concise advice and guidance on project and change management activities (E) .
- They should have the ability to work collaboratively with staff across various departments (D) .
- They should have good IT skills, including proficiency in project management software and tools (D)

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Working Conditions
Working Arrangements
Corporate Responsibilities
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