

## JOB DESCRIPTION

<b>Job Title</b>	Project and Change Officer		
<b>Directorate</b>	Strategy, Performance & Communication		
<b>Reporting to</b>			
<b>Grade</b>	11		
<b>Evaluation ref:</b>	AG0737	<b>Job Family ref:</b>	
<b>Role Purpose</b>			
<p>The Project and Change Officer will play a pivotal role in ensuring the successful delivery of projects and change initiatives across the organisation. This position supports in the successful completion of all project related tasks including but not limited to; project planning, reporting, change management, and stakeholder engagement. The Project and Change Officer acts as a positive ambassador for change, providing expert guidance and coordinating activities, while upholding the council's values and behaviours in all aspects of their work.</p>			
<b>Accountabilities</b>			
<p>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.</p> <p>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.</p> <p>Coordinate the delivery of change activities associated with programmes and projects of change.</p> <p>Be a positive ambassador of change.</p> <p>Provide advice and guidance on change and project management activities, tools and methodology in support of programmes and projects of change.</p> <p>Work with staff at all levels across the authority.</p> <p>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.</p> <p>Ensure the effective understanding and operation of any specific statutory or regulatory duty contained within the role.</p>			

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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.

### Knowledge / Experience / Skills

	Essential	Desirable
<b>Knowledge</b>		
Detailed, up-to-date understanding of project management methodologies and tools (Essential).	x	

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Strong knowledge of change management principles and practices (Essential).	x	
Understanding of stakeholder identification, mapping, engagement and communication strategies (Essential).	x	
Familiarity with risk management techniques and practices (Desirable).		x
Familiarity with benefits management techniques and practices (Desirable).		x
<b>Experience</b>		
Proven experience in supporting the delivery of projects within defined time, cost, and quality parameters (Essential).	x	
Demonstrated experience in coordinating change activities and understanding change impacts (Essential).	x	
Experience producing and maintaining key project documentation such as business cases and project plans (Essential).	x	
Ability to provide advice and guidance on project and change management activities (Essential).	x	
Experience engaging with staff at all levels across an organisation (Desirable).		x
<b>Qualifications / Registrations / Certifications</b>		
Higher-level qualification in a relevant field such as project management, business administration, change management or similar discipline (Essential).	x	
Certification in project management methodologies (e.g., Agile, PRINCE2, PMP) (Desirable).		x
Qualification in change management (e.g., Prosci, APMG Change Management) (Desirable).		x
Qualifications in risk management, stakeholder engagement, or equality and diversity (Desirable)		x
<b>Skills</b>		
Strong organisational and planning skills to manage multiple tasks and projects effectively (Essential).	x	
Excellent communication and interpersonal skills to engage and influence stakeholders (Essential).	x	
Robust problem-solving and decision-making abilities (Essential).	x	
Ability to provide clear, concise advice and guidance on project and change management (Essential).	x	
Collaborative approach to working with staff across various departments (Desirable).		x
String Digital proficiency in using various IT systems and project management software/tools as well as the Microsoft suite of tools and apps (Desirable).		x

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<b>Working Conditions</b>
<b>Dimensions of the role</b>
<b>Working Arrangements</b>
Somerset Council's Dynamic Working Strategy will be applied to this position.
<b>Corporate Accountabilities</b>
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.

Date: