

JOB DESCRIPTION

Job Title	Generic - Project & Change Manager		
Directorate	Not Service Specific		
Reporting to			
Grade	10		
Evaluation ref:	RP245	Job Family ref:	
Role purpose			
<p>The Project & Change Manager plays a pivotal role in leading and delivering strategic and operational change initiatives across Somerset Council. This role is responsible for managing complex projects from inception to completion, ensuring they are delivered on time, within budget, and to the required quality standards. The postholder will work collaboratively with internal and external stakeholders to drive transformation, improve service delivery, and support the Council's strategic objectives.</p> <p>The role requires a strong focus on change management, ensuring that the people side of change is effectively managed to maximise adoption and minimise resistance. This includes preparing, supporting, and equipping individuals and teams to successfully adopt change in ways that deliver sustainable benefits. The postholder will also be responsible for identifying risks, managing interdependencies, and ensuring that project outcomes align with the Council's vision for continuous improvement and innovation.</p> <p>This is a dynamic and influential role that requires excellent communication, leadership, and analytical skills. The postholder will be expected to champion best practices in project and change management, contribute to the development of organisational capability, and ensure that projects deliver measurable value to the communities of Somerset.</p>			
Accountabilities			
<ul style="list-style-type: none"> Lead the planning, execution, and delivery of complex projects and change initiatives across the Council. Develop and maintain detailed project plans, including timelines, milestones, resource allocation, and risk management strategies. Apply structured change management methodologies to support adoption and embed change within services. Engage and influence stakeholders at all levels to ensure alignment and commitment to project goals. Monitor and report on project progress, risks, and issues, providing regular updates to senior leadership and governance boards. Manage project budgets, ensuring financial accountability and value for money. Facilitate workshops, meetings, and training sessions to support project delivery and change readiness. Identify and manage interdependencies between projects and other business activities. Evaluate project outcomes and benefits realisation, ensuring lessons learned are captured and shared. Promote a culture of continuous improvement and innovation within the organisation. Ensure compliance with relevant legislation, policies, and procedures throughout the project lifecycle. Support the development and mentoring of junior project staff or colleagues involved in project delivery. 			

JOB DESCRIPTION

Knowledge / Experience / Skills		
	Essential	Desirable
Knowledge		
A thorough understanding of project management methodologies such as PRINCE2, Agile, or MSP.	x	
Knowledge of change management principles, methodologies, and tools.	x	
Understanding of local government structures, services, and challenges.	x	
Awareness of risk management and mitigation strategies in project environments.	x	
Familiarity with benefits realisation and performance measurement techniques.		x
Knowledge of digital transformation and service redesign approaches.		x
Experience		
Proven experience in managing complex projects within a public sector or similarly complex environment.	x	
Demonstrable experience of leading change initiatives and achieving successful outcomes.	x	
Experience of working with a wide range of stakeholders, including senior leaders and service users.	x	
Experience in budget management and financial reporting within projects.	x	
Experience of using project management software and tools (e.g., MS Project, Trello, or equivalent).		x
Experience in facilitating workshops and delivering presentations to diverse audiences.		x
Qualifications / Registrations / Certifications		
A recognised project management qualification (e.g., PRINCE2 Practitioner, APM PMQ, or equivalent).	x	
A qualification in change management (e.g., Prosci, APMG Change Management).	x	
Degree or equivalent qualification in a relevant discipline such as Business, Management, or Public Administration.	x	
Evidence of continuing professional development in project or change management.	x	
Agile project management certification (e.g., AgilePM, Scrum Master).		x
Leadership or management qualification (e.g., ILM, CMI).		x
Skills		
Excellent project planning and organisational skills, with the ability to manage multiple priorities.	x	

JOB DESCRIPTION

Strong interpersonal and communication skills, with the ability to influence and negotiate effectively.	x	
Ability to analyse complex information and make sound decisions under pressure.	x	
Skilled in stakeholder engagement and relationship management.	x	
Competent in using digital tools and systems to support project delivery.	x	
Ability to lead and motivate cross-functional teams to achieve shared goals.	x	
Working Conditions		
<p>This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:</p> <ul style="list-style-type: none"> • Work Hours: Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events. • Location: The primary work location is County Hall, with opportunities for remote work as per organisational policies. • Travel: Some travel within the local area may be required for meetings, site visits, and community engagement activities. • Work Environment: The role involves working both independently and as part of a team, with access to modern office facilities and resources. • Health and Safety: Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees. 		
Dimensions of the role		
•		
Working Arrangements		
Somerset Council's dynamic Working Strategy will be applied to this position.		
Corporate Accountabilities		
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.		