HM Prison &
Probation Service

NPS Job Description (JD)

NPS Band 4

Directorate: National Probation Service

Job Description: Business Change Officer

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JD Evidence	

NPS Job Description

Job Title	Business Change Officer
Directorate	National Probation Service
Band	4

Overview of the job	The role is responsible for delivering business change partner support to NPS Divisional Deputy Directors as directed by the System Integration team.
Summary	The system change team will be part of the central DDC team but with a matrix line into the Divisional DD. They will deliver against an agreed national change programme. An initial priority will be ensuring integration between NPS and CRC. In Wales these will include integration with Probation / Prisons and therefore solid line into HMPPS Wales.
Responsibilities, Activities and Duties	The job holder will be required to carry out the following responsibilities, activities and duties: **Business change partner support responsibilities** • Support the delivery of change in the Division, working to the Head of Business Strategy and Change • Contribute to National Probation Service change plans • Assist in the development of Divisional change plans • Mobilise change teams – even where these are virtual project teams, and ensure that they are effectively managed • Support key workstreams within each change project as required • Work alongside Divisional colleagues to plan the implementation of change plans and mitigate risks, and engaging frontline staff in continuous improvement exercises • Translate change plans into clear action plans • Develop stakeholder management plans • Identify key stakeholders and implement stakeholder interventions to ensure successful delivery **Use communication effectively** • Providing information, feedback and advice • Influencing and persuading • Chair and participate in meeting using appropriate skills, styles and approaches **Enhance your own performance** • Manage own resources and professional development **Use information to take critical decisions** • Liaise with staff to receive, collate and analyse information, developing systems and compiling reports as necessary • Develop and utilise data to identify trends and take appropriate action to maintain and enhance performance • Implement and manage systems for the exchange of sensitive information, data and intelligence **Manage Diversity and Quality** • Contribute to creating a culture that promotes equality and values diversity

	The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alternations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation scheme and shall be discussed in the first instance with the Job Holder.
Behaviours	• Making Effective Decisions • Changing and Improving • Working Together • Delivering at Pace • Managing a Quality Service
Strengths	N.B. It is advised strengths are chosen locally, recommended 4-8
Essential Experience	• Experience of implementing change projects • Operational experience of working in a Probation setting
Technical requirements	NVQ Level 4 or equivalent in a relevant subject (or appropriate practical experience) Microsoft: Word, Excel, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes)
Ability	

Minimum Eligibility	*Please do not alter this box* • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.

Hours of Work (Unsocial Hours) Allowances	*Leave Blank* **To be used by the JES Team only**

Success Profile

Behaviours	Strengths N.B. It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
Making Effective Decisions			Experience of implementing change projects	NVQ Level 4 or equivalent in a relevant subject (or appropriate practical experience)
Changing and Improving			Operational experience of working in a Probation setting	Microsoft: Word, Excel, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes)
Working Together				
Delivering at Pace				
Managing a Quality Service				