



HM Prison & Probation Service

HQ Job Description (JD)

Band 9

Directorate: Generic – Projects and Programmes

Job Description – Change Lead

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Job Description

Job Title	Change Lead
Directorate	Generic – Projects and Programmes
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Overview of the job	<p>The role of a Change Lead is responsible for developing or influencing the strategic direction for the directorate, and the initiation, leadership and implementation of key directorate focused/owned change initiatives and priorities. These are strategic roles involving establishing, managing and implementing a range of change programmes and projects usually in support of wider change programmes within HMPPS. These programmes and projects will typically be large, complex and high profile, and will be deliverable over significant periods with substantial business impact within the organisation.</p> <p>Change Leads will act as an internal consultant and will need to work closely with other relevant functions, stakeholders (including trade unions) and colleagues in order to progress activities and deliverables, but will also be responsible for leading specific projects and matrix management of project resources. They will need to be able to influence our future directorate service.</p> <p>Team members will need to be highly capable, innovative, flexible, driven, highly organised, be able to see the bigger picture and have a high level of energy and attention to detail. They will need to be able to radar scan, quickly understand and scope issues and requirements, set direction and lead others to drive change.</p> <p>Delivery to the relevant function and overall organisation will be in a way that is cost effective, efficient and delivers benefits to HMPPS as well as the MoJ and Civil Service. You are likely to be working on a number of different projects at any one time so the ability to multi-task within tight timeframes will be essential. A relevant generalist background would be advantageous although individuals with specialisms will also be welcome. An ability to develop collaborative working relationships quickly and effectively lead matrix working arrangements and structures will be a must.</p> <p>The role reports to the Head of Organisational Change and will have line management responsibilities for a number of Change Delivery professionals working in a complex delivery environment.</p> <p>This is a national post. The job holder will be required to spend time in HQ and elsewhere as needed. This may result in a dual workplace situation. The post is non-operational.</p>
Summary	<p>The purpose of the role is to lead the development, planning and implementation of effective programmes, directorate initiatives and projects that support the delivery of the directorate Strategic Priorities within HMPPS and directorate Business Plans.</p> <p>Includes:</p> <ul style="list-style-type: none"> • Development and influencing strategic direction for directorate working effectively with senior internal and external stakeholders (normally at Director/Deputy Director/Head of Group or Function level) to do so. • Leading the successful delivery of priority directorate projects (including those that are components of wider HMPPS projects or programmes), identifying and managing high profile risks and issues, as well as robust and effective project management.

	<ul style="list-style-type: none"> • To identify, manage and seek resolution to strategic, scope and resource issues. • To lead project delivery including matrix management of workstream leads, project resources and other directorate functional experts to ensure plans are delivered to time and within cost and quality requirements. • Able to be flexibly deployed on other priority projects or work areas at short notice, and be able to make a significant contribution to delivery. • Will be required to be responsible for coordinating people resources within HMPPS and across the wider MoJ directorate to achieve project aims.
Responsibilities, Activities and Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <p>Responsible for leading a number of priority focused projects (at any one time) involving a range of functions/activities, structures and key stakeholders.</p> <p>Includes:</p> <ul style="list-style-type: none"> • Development or influencing the strategic direction for the directorate, requiring an understanding of overarching organisational and directorate priorities and how the portfolio of projects combines to contribute to the overarching directorate and business strategies. • Responsible for leading the successful delivery (to required quality standards, timescales and within agreed resources) of priority projects. This requires robust and effective planning and subsequent monitoring of plans as well as effective risk management, and will routinely involve reallocation of resources in supporting priority work. • Responsible for ensuring comprehensive and effective project plans and associated documents are in place to control and track the successful delivery of HMPPS directorate Strategic Priorities. • Resolution of any identified strategic, scope, planning or resource issues, and where appropriate escalating options and recommendations for resolution of complex and high impact issues to the HMPPS directorate Executive SMT. • Able to identify the critical path/s for any projects or work and provide solutions which could affect the achievement of any deliverables on the critical path. • Able to design and implement appropriate governance forums and products that enables monitoring and control of directorate programmes and projects, and which inform overarching reporting against business plans, to the HMPPS directorate Executive SMT, and the HMPPS directorate Director's bi-laterals with the Chief Executive Officer. • Responsible for anticipating issues and problems, and where necessary intervening (including taking responsibility for directly producing project deliverables) to prevent slippage or failure to meet key milestones. • Required to understand and find solutions to complex and unclear problems often involving conflicting views and requirements, and which have no pre-defined solution. • Able to be flexibly deployed on other priority projects or work areas (to contribute to or to trouble-shoot) where capability gaps or significant risks, issues or slippage is predicted or occurs, often at short notice and alongside existing priority deliverables. • Required to work effectively with senior internal and external stakeholders (normally at Director/Deputy Director/Head of Group or Function level) to influence strategic direction. • Required to matrix manage workstream leads, project resources and other functional experts to ensure plans are delivered to time and within cost and quality requirements. • Required to consult and negotiate directly with Trade Union representatives at a national level on behalf of priority projects. This involves the ability to build appropriate relationships with union representatives consistent with the HMPPS ER Leads. • Responsible for representing HMPPS and MoJ directorate at various internal and external directorate and broader change programme forums.

	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 alterations 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.
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Behaviours	<ul style="list-style-type: none"> • Seeing the Big Picture • Changing and Improving • Making Effective Decisions • Working Together • Managing a Quality Service • Delivering at Pace
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Ability	
Experience	<ul style="list-style-type: none"> • Professional understanding of the relevant complex issues requiring an appropriate CIPD qualification and/or extensive professional/specialist knowledge and experience. • Experience of using recognised project management techniques. • Ability to lead and influence large groups of stakeholders, matrix managing a mix of internal and external stakeholders to deliver successful outcomes. • Experience of identifying and implementing continuous improvement in relevant practices. • Detailed knowledge and understanding of the relevant Operating Models and Shared Services processes.
Technical	

Minimum Eligibility	<p><i>Please do not alter this box</i></p> <ul style="list-style-type: none"> • 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.
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Hours of Work (Unsocial Hours) Allowances	<p><i>Leave Blank</i></p> <p>To be used by the JES Team only</p>
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Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
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Seeing the Big Picture			Professional understanding of the relevant complex issues requiring an appropriate CIPD qualification and/or extensive professional/specialist knowledge and experience.	
Changing and Improving			Experience of using recognised project management techniques.	
Making Effective Decisions			Ability to lead and influence large groups of stakeholders, matrix managing a mix of internal and external stakeholders to deliver successful outcomes.	
Working Together			Experience of identifying and implementing continuous improvement in relevant practices.	
Managing a Quality Service			Detailed knowledge and understanding of relevant Operating Models and Shared Services processes.	
Delivering at Pace				