



# HM Prison & Probation Service

## HQ Job Description (JD)

### Band 8

**Directorate: Generic – Projects and Programmes**

### Job Description – Change Delivery

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<b>JD Evidence</b>	

## Job Description

<b>Job Title</b>	Change Delivery
<b>Directorate</b>	Generic – Projects and Programmes
<b>Band</b>	8

<b>Overview of the job</b>	<p>The role of Change Delivery is responsible for undertaking work as a practitioner on priority projects and initiatives as needed. Job holders may be commissioned to initiate and see the work through to completion, or join it for a defined period/ purpose and work across multiple projects/initiatives simultaneously.</p> <p>A generalist role, the job holders may find themselves assigned to the people work stream of a wider HMPPS programme, or may be responsible for delivering a specific piece of work.</p> <p>The job holders will be required to work with stakeholders in the wider relevant function (HMPPS and wider MoJ/CS) and in the business as needed.</p> <p>The job holders will act as an internal consultant, contracting, initiating work, assessing and diagnosing, solution design, implementation and evaluation. Accurately, projecting timescales, resource requirements and costs.</p> <p>The role will report to a Change Lead.</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>
<b>Summary</b>	<p>The purpose of the role is to lead the development, planning and implementation of priority initiatives that support the delivery of the directorate Strategic Priorities and the HMPPS and directorate Business Plans.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• To research, scope, produce and manage detailed project plans and activities.</li> <li>• To design, implement, manage and monitor reporting processes.</li> <li>• To represent HMPPS and MOJ in broader change programmes.</li> <li>• To lead project delivery, including management and/or production of project deliverables and activities.</li> <li>• Will be required to be responsible for coordinating people resources within HMPPS and across the wider MoJ to achieve project aims.</li> <li>• TU engagement.</li> </ul>
<b>Responsibilities, Activities and Duties</b>	<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"> <li>• Responsibility for the successful delivery of (to required quality standards, timescales and within agreed resources) 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.</li> <li>• Identify and manage activities in support of the project.</li> </ul>

- Responsible for researching, scoping and producing detailed project plans and an overarching Milestone Plan to support the delivery of HMPPS directorate Strategic Priorities.
- Responsible for the day-to-day management, monitoring and updating of the plans for 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.
- Responsible for the production of regular highlight reports for project, programme or Directorate Governance and to 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 a range of other relevant functions and colleagues and other internal and external stakeholders in order to progress activities and deliverables.
- Required to coordinate 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 at various internal and external directorate and broader change programme forums.
- Responsible for self-starting, driving work, exercising judgement and decision-making, managing and mitigating risks within their remit to translate business outcomes and develop solutions that meet business need and deliver good practice.
- Responsible for engaging with Trade Unions as required to progress their work, developing business cases, Annex As and supporting narratives.
- Able to assimilate large amounts of information and quickly make sense of it to enable them to quickly add value to their portfolios and see the bigger picture – making links and connections between different projects/initiatives and able to identify dependencies that need to be managed to deliver on time.
- Able to work well as part of, or leading a team, where success is dependent on collective contributions in a multi-disciplinary and geographically dispersed environment.
- Highly developed stakeholder engagement and communication skills, able to present and explain information, concepts and plans well both in writing and face-to-face, including delivering formal presentations.
- Timescales for work can often be aggressive and post holders will be required to balance a portfolio of work and deliverables. Work will cover a range of topics as dictated by the directorate priorities.
- You will need to be highly capable, flexible, driven and highly organised, be able to see the bigger picture and have a high level of energy and attention to detail. You will need to be able to multi-task within tight timeframes.
- A relevant generalist background would be advantageous although individuals with specialisms will also be welcome. You will need to have a "roll up your sleeves and get it done" approach to work.
- An ability to develop collaborative working relationships quickly and work effectively within matrix structures will be a must.

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

<b>Minimum Eligibility</b>	<p><i>Please do not alter this box</i></p> <ul style="list-style-type: none"> <li>• All candidates are subject to security and identity checks prior to taking up post.</li> <li>• 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.</li> <li>• All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.</li> </ul>
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<b>Hours of Work (Unsocial Hours) Allowances</b>	<p><i>Leave Blank</i></p> <p><b>To be used by the JES Team only</b></p>
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## Success Profile

<b>Behaviours</b>	<b>Strengths</b>  It is advised strengths are chosen locally, recommended 4-8	<b>Ability</b>	<b>Experience</b>	<b>Technical</b>
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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				