

Kent County Council

Job Description: *Digital Change Management Officer*

Directorate:	Deputy Chief Executive's Department
Unit/Section:	Technology
Grade:	KR11
Responsible to:	Interim Head of Technology Commissioning & Strategy

Purpose of the Job:

The role forms part of the Digital team within the Technology Division. The Digital Team is a multi-disciplinary team responsible for coordinating the transformation activity across the whole Council.

The Change Manager plays an integral role in the successful long-term sustainability of a range of complex digital change projects. Their purpose is to prepare the organisation, and our staff, for digital change through identifying the impact on people, getting them ready for change, and handling any resistance to change - so that we can deliver the benefits and outcomes enabled by digital transformation as well as mitigate any negative impacts to both internal staff and external customers.

Practically, the post holder will; develop change management plans, influence the shape of change initiatives, integrate change management into digital workstreams, all using the KCC change management approach. The post holder will be required to facilitate the design of customer journeys/ 'to be' processes that span across multiple projects and organisational boundaries, but are enabled by digital interventions, putting the resident at the heart of all digital change to provide an improved experience.

The post holder will work closely with the Digital Services Transformation Manager and the Digital Programme Manager to identify opportunities for digital change.

The Digital Change Manager will work with people across all levels of the Council and may will support teams directly impacted by digital change, particularly the people managers in these teams, to help them prepare and effectively manage the change. Their focus will be on long term, sustainable adoption, as opposed to implementation of a purely technical solution.

Main duties and responsibilities:

1. Carry out change assessments including conducting impact analysis, assess readiness for change and key stakeholder identification.
2. Developing change management plans for Digital Transformation workstreams and/or related change initiatives and embedding KCC's change management approach to ensure staff are prepared for change.
3. Extensive stakeholder management to identify and manage anticipated or encountered resistance to change.
4. Influence and shape change initiatives so that there is a focus on the change being managed in a way that leads to long term sustainable adoption.
5. Where appropriate work with key stakeholder to develop customer journeys and 'to be' processes that span across multiple projects and organisational boundaries.

6. Support the Digital Programme Manager and Digital Services Transformation Manager to identify and monitor metrics that demonstrate the impact of digital change initiatives, through to benefit realisation.
7. Supporting development of communications relevant to change initiatives.
8. Identifying risks and work with the Digital Programme Manager to develop risk mitigation plans.
9. Providing coaching and training to employees at all levels as required.
10. Help drive cultural change around the thinking and ways of working associated with digital products and services.
11. Providing reporting and other updates to management and programme boards.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council
 Person Specification: Digital Change Management Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Education to degree level or equivalent • Relevant Project/change management qualification
EXPERIENCE	<ul style="list-style-type: none"> • Experience in process mapping/customer journey mapping, particularly within the context of Local Government • Experience of working successfully in an environment requiring extensive stakeholder management and collaboration
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Strong stakeholder management skills. • Conflict resolution and negotiation skills. • Good listening and communications skills • Effective facilitation and influencing skills. • Critical thinking and problem solving skills.
KNOWLEDGE	<ul style="list-style-type: none"> • Good understanding of change management principles, techniques & tools
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>