



JOB TITLE:	Customer Business Readiness Lead		
GRADE: JOB CODE:	G10	SERVICE AREA:	Resources & Transformation Transformation and Digital
REPORTS TO:	Customer Engagement Lead (CXC & Partnerships)	LOCATION:	Any Council Premises
SPECIAL CONDITIONS:	<p>Working outside of standard office may be required. There is a requirement to work flexibly at all times with due regard to prevailing workloads and priorities. Attendance at evening and other out-of-hour meetings as required although this is not expected to be regular or routine.</p> <ol style="list-style-type: none"> 1. Attendance at Council meetings and any associated public meetings including occasional evening and weekend working may be required 2. Casual car allowance 3. Confidentiality to be maintained at all times 4. This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English 		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- *Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- *Embrace change and strive for improvement continuously;*
- *Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- *Challenge the status quo, enable and empower, act with integrity.*
- *Together, they will deliver services that the people of Walsall will be proud of.*

1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within their areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

2. Main purpose of the job role:

- The purpose of this job is to successfully deliver strategic Programmes of Business Change for Customer Engagement and to ensure that the outputs created and delivered by the business projects are adopted into day-to-day business operations. Working in collaboration and under the general direction of the Customer Engagement Lead to provide a project management level oversight and expertise to the Service Plans for transformation.
- Represent the Customer Engagement Lead/Customer Delivery Manager as required at various forums including project boards, Corporate Management Team, workshops for accessibility and digital transformation.
- To plan, commission, implement, performance monitoring and evaluation of digital transformation projects and any delegated budgets. Assist in the adoption of new capabilities.
- To support the business to enable the realisation of outcomes of benefit of the successful design, solution and management of complex strategic Business Change Programmes requiring innovation and challenge and to be responsible for the ongoing benefit realisation including efficiencies and savings to the Council that align to customer needs and corporate priorities.
- To be responsible to Customer Engagement Lead/Customer Delivery Manager throughout the business change lifecycle and actively participate and contribute at key meetings.
- To have a thorough and robust knowledge to enable the delivery of complex Business Change projects establishing the approach and guidance for organisational change management to deliver efficiency savings at a strategic level that align to customer needs and corporate priorities.
- To communicate verbally with customers and provide advice and/or information in accurate spoken English.

3. Role specific duties and accountabilities:

- To be responsible for the successful project management of large, complex, interdependent programmes of business change activity across the Council, its Partners and related organisations.
- To engage with senior executives within the organisation (in the conception, development, planning, monitoring, and implementation of the business change activity and align to Proud promises and Council Values)

- To proactively and effectively engage with a diverse range of stakeholders and customers to capture requirements at a discovery stage of way of working adopted by the business and internal stakeholder and through innovative thinking delivery fit for purpose solutions.

Horizon Scanning

- Research best practice and maintain strong links with other public and private sector organisations that continue to successfully implement business change programmes and projects. Prepare and present documentation which brings forward this learning and knowledge into the wider organisation by way of recommendations to the Directors, Heads of Service and other senior members of Corporate Management Team.
- Contribute to complex policy development related to Business Change Projects as the 'single point of contact' to ensure that the role is strongly represented in the development and drafting of new policies, procedures and management standards and/ or propose amendments to existing ones where required together with implications for any changes.
- Proactively manage risks that may impact projects and other business successful outcomes of adoption and change by the business.
- Initiate additional or alternative actions and other management interventions whenever gaps are identified, or issues arise.

Leading People

- Promote the benefits of Business Change activity throughout the Council including the creation of case studies and other documentation and materials to all stakeholders, Executive Directors, Members, interested groups including trade unions, staff and equality groups.
- Provide project management advice and professional guidance and advice to Executive Directors and senior management teams on the implementation of complex and contentious changes related to the specific Business Change activity.
- To chair and facilitate project meetings consisting of key stakeholders. Present procedure changes and new ways of working to the project / programme board Members for consultation and approval.
- Empower employees to ensure robust new ways of working and share the change.

Managing Resources

- To be accountable for the service plan reporting any risk/slippage to the Customer Engagement Lead/Customer Delivery Manager. The post holder is expected to comply with all Council financial and procurement regulations.

Managing Performance

- Ensure the provision and availability of appropriate evidence and documents to demonstrate probity and transparency in respect of all Business Change related activity.
- Lead, design, implement and monitor new ways of working which may lead to proposed policy, practise and procedural change.

- Lead, design, implement and monitor detailed pilots to test untried proposed procedure changes
- Ensure outcomes and benefits that result from the Business Change projects of work are promoted, embedded and presented to affected stakeholders in respect of any potential changes to contracts of employment, job descriptions, employee specifications and risk assessment templates.
- Undertake governance activities including Gateway Reviews and Project and Project Health-checks including Equality Health Impact Assessments (EHIA) and cost benefits analysis for each change as required. To provide levels of assurance to stakeholders with regards to risk assessment, ongoing validity of business case and the benefits associated.
- Prepare develop and present complex and robust business change business cases for sign off by Executive Directors.
- Monitor, review and evaluate the implementation of new Business Change activity (in terms of cost/benefit analysis, impact on productivity & wellbeing and enablement for the project) and manage the benefit realisation and savings and where appropriate modify/implement further changes to keep projections on track where required.
- Undertake detailed equality impact assessments and detailed cost benefits analysis for each change as required.
- Facilitate the appointment of individuals and other specialist providers to enable the successful delivery of the Business Change project.
- Ensure Business Change projects are of the appropriate level of quality; delivered on time; within budget and in accordance with governance arrangements. Manage the quality assurance, integrity and coherence of the Business Change programme and associated work streams within the programme. To proactively manage inter-dependencies across other strategic Business Change initiatives.
- Report detailed progress of the Business Change programme to Executive Directors, Scrutiny panels and CMT, and other stakeholders including Portfolio Holders and elected members as required at regular intervals. This will involve deputising on occasions for Customer Engagement Lead/Customer Delivery Manager.
- Direct line management responsibility for all human resources allocated for adoption and change using matrix management methodologies where necessary for seconded staff. Responsibilities include but are not limited to:
 - Allocation and monitoring of work packages including performance management and undertaking 1-2-1's.
 - Staff assessments and development of their personal training requirements
 - Involved in the selection and recruitment both internally and externally of the business resources
 - To manage teams of professional people in a multidisciplinary environment including external suppliers

4. Key Stakeholders and reporting lines

- To develop and promote strong partnerships with residents, other public agencies, local business and the voluntary and community.

- Reporting to the Customer Engagement Lead (CXC & Partnerships).
- Responsible for managing the Customer Business Analyst (Service Design & Implementation)
- Responsible for matrix managing other staff within the Customer Innovation team as required
- Work closely with customers both internal and external, strategic partners e.g. Proud Programme Office, DaTS and other relevant leaders, to drive and promote sustained improvements in customer experience and outcomes in Walsall.
- Preparation of reports to Cabinet, Council, Scrutiny committees.
- To develop and maintain relationships with stakeholders across the organisation, networking with partner organisations to develop opportunities to address shared priorities.



JOB TITLE Project Manager		GRADE G10
<i>Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.</i>		Indicate when Assessment is possible: at Shortlist=S interview=I both=S/I test = T
WEIGHT CODE shows relative importance Low=1 Medium=2 High=3		
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	I	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities		
To influence and lead people at all levels in the organisation	AI	3
Ability to influence policy and practice and manage change, influencing other professionals to adopt new ways of working	I	3
Demonstrate effective communication skills with the ability to relay complex information to others at varying levels of understanding <i>NOTE: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.</i>	I	3
Demonstrate the ability to develop and maintain collaborative working	I	2
Effective change management skills	A/I	2
Commitment to equality of opportunity	I	2
Strong leadership skills	I	3
A good understanding of working within a political environment	I	2
Ability to write and present reports, strategies and action plans including training and comms plans	I	3
A track record of successfully managing projects including change, adoption and service integration	I	2
An awareness of, and commitment to, equality of equality, diversity and inclusion	I	2

Demonstrate that you have a clear and systematic way of managing change and that you can adapt to different situations and contexts	I	3
Specific knowledge requirements		
Demonstrate in-depth specialist knowledge of project and programme management including large scale change programmes	A/I	3
Demonstrate the ability to create service standards of change to embed in Business as Usual (BAU)	A/I	3
Experience:		
Significant experience in successfully delivering large scale change and transformation projects	AI	3
Matrix Management - Experience of successfully managing the delivery of projects using project teams outside of own line	A/I	3
Extensive experience of preparing and updating all project documentation and controls, including RAIDS, Highlight Reports, EHIA's, Business Cases and PIDs.	A/I	3
Experience of gathering requirements for service integration and Business Readiness for Change and Adoption of transition of processes	A/I	2
Qualifications:		
Educated to Degree level/Postgraduate Diploma or equivalent experience	A	
Prince 2 or equivalent recognised project or change management qualification	A	
Prepared by: Sarah Taylor	Date:	01/25
Revised by:	Date:	
Revised by:	Date:	

