Role Profile

Job title:	Change Manager	Department:	Change and Technology

CITB aims to lead the construction sector by example to ensure fairness, inclusion and respect for all. We seek to build a workforce that reflects Britain's diverse population and people from under-represented groups are encouraged to apply for vacancies.
Our main objective is to create a culture that helps all of our customers strive towards a workforce that is reflective of today's society.

Role purpose:

The Change Manager reports into the Technology & Change Director and works closely with the Business Architect, the Data and Information Manager and the Enabling Partner or Partners to help identify and deliver business change by providing expertise in business analysis, LEAN approaches to change, requirements development and solutions design. The Change Manager will act as the business partner in relation to the alignment of the changes within an area to the ICT and business plans.

The Change Manager will facilitate and foster a continuous improvement culture within the business and will support the business in responding to changing business needs by ensuring that changes are documented, evaluated, authorised, prioritised, planned, tested and implemented in a controlled and professional way.

Key responsibilities and accountabilities:

Work within the Technology & Change team to understand the business' future change needs and to then work with the business and the Enabling Partner or Partners to facilitate the delivery of change across the business. The Change Manager will:-

- Act as the "business voice" of CITB in terms of the future business requirements and change agenda with the Enabling Partner or Partners. Working with and through Service Management to deliver these

- Work with the business to proactively identify opportunities to improve business service delivery and in the support and provision of new and/or improved services.

- Foster a continuous improvement approach in the Business and:
  a. support the Business in the development of processes, policies, standards and operating procedures
  b. maintain a controlled set of those processes, policies, standards and operating procedures and other related business architecture artefacts

  c. Ensure that the processes, policies, standards and procedures comply with internal governance standards, and, in conjunction with the Data and Information Manager, data governance requirements
  d. Contribute those process, polices standards and operating procedures to the Corporate Architecture, controlled by the Business Architect

- Support the Business in reviewing service level agreements to ensure that service levels are tailored and relevant to current business needs and work with the Service Manager for Technology & Change to manage the process of change to align service level agreements with business needs
- Develop a business partnering relationships with all business areas to enable the whole of Technology & Change to understand the business needs and in this way support the Business Architect and the Data and Information Manager in their respective roles
- Act as a practical centre of excellence for LEAN, customer-driven improvements across CITB, supporting process owners and teams in continuously improving their operational areas in line with corporate principles, policies and architecture
- Support the Business in developing its response to delivering Strategic Briefs in the most effective way where this requires new or changed ways of working
- Carry out core business analysis and business requirements gathering to shape change and improvement initiatives
- Act as project manager on assigned projects or workstreams to deliver business improvements and change, working with the Enabling Partner and other suppliers as required
- Plan and schedule work on behalf of the Business to meet change requests, service levels adjustments, and project schedules
- Contribute to the management of the relationship between the Enabling Partner or Partners and the Business in relation to project delivery ensuring consistency of goals and approach through the Change Portfolio Manager
- Carry out business impact and business readiness assessments
- Provide expert advice on business change processes and approaches and access to benchmark information and external sources of good practice to inspire the business to future improvements

Business Impact

- Support the Business through change in a way that maximises value and reduces incidents, disruption and rework.
- Guide the development of a continuous improvement ethos within the Business that provides a dynamic capability to recognise and accommodate the need for business change.

Role Profile

People Leadership / Team Leadership – where the role has direct or matrix report

Direct reports

- None, except when acting in a project management capacity in which case there will likely be the need to lead internal and/or external project teams

Indirect influence and responsibility

- Analyse and interpret business requirements to be able to recommend and influence appropriate solutions.
- Provide Managers with options to reduce cost, complexity or increase service capability with the business
- Facilitate the development of a continuous improvement culture and the necessary requirements to deliver this (e.g., robust performance measurement)
- Mentor managers and team leaders in change processes, procedures and documentary requirements
- Identify and communicate impact of business change to all staff
- Mentor / train all staff in the process of change
- Support the Enabling Partners delivery by working effectively with the business and with Service Management teams to provide robust future service and change requirements and thereby avoiding unnecessary change costs

Influence and communications with external parties and suppliers

- Keep up to date with business process, technology and other advances that could provide value the Business and maintain an effective network to support access to new ways of working and ideas for operational improvement that would benefit CITB's customers
- Contribute to the management and negotiation of enhanced of services and solutions from third party suppliers

Key contacts and relationships:

Internal:

- Maintain an effective and efficient relationship with key internal services, including but not limited to. the Service Management Function, Business Risk, Finance Business Partners, Business Architecture, the Data and Information Manager and HR Business Partners

External:

- Maintain an effective and efficient relationship with the Enabling Partner or Partners.

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Knowledge and Experience

Essential

- Degree in a subject relevant to the role or equivalent relevant experience.
- At least three years relevant experience in a similar role
- Understanding of a broad range of business improvement approaches, industry standard process development methods and best practices
- Experience in Lean Six Sigma or equivalent continuous improvement method Proven ability to quickly earn the trust of peers and key stakeholders by understanding their business and customer needs
- Build senior relationships that foster a positive, challenging approach to business improvement and continuous development
- Ability to effectively gather and communicate requirements from and to different audiences (business and/or technical suppliers)The ability to mobilise, build and motivate project delivery teams
- Results-oriented, diligent, and works with a sense of urgency. Assertive, responsible for his/her own work (self-directed), have a strong affinity for defining work in deliverables, and be willing to commit to deadlines.
- Experience of performing a Business Analyst role with proven competence in business improvement, development and solution design
- Ability to operate as a role model for continuous improvement, championing similar behaviours
- Experience of developing impact assessments for business and technology changes.
- Team player able to work effectively at all levels of an organization with the ability to influence others to move toward consensus
- Innovative and critical thinker who is willing to take risks to satisfy needs of the business while working in the best interests of the company

Desirable

- A formal qualification in Lean Six Sigma practice; green belt highly desirable, with evidence of the intension to qualify as a Black Belt.
- A formal Change management qualification is highly desirable
- A formal project management qualification is highly desirable
- A Bachelor's degree in business studies and/or technology field
- Previous experience in a business change role within a large organisation would be beneficial
- Experience of working in an environment where enabling and technical services are provided by a third party.
- Experience of the development of Business cases supporting change

Role Profile

Behavioural competencies:
• Works collaboratively – Level 3 • Innovation, change and agility – Level 3 • Communicating with impact – Level 3 • Drives for results – Level 3
• **Special Conditions/Other Requirements: e.g. travel requirements, working arrangements**
• Able to work non-standard hours as required • Ability to travel and make occasional overnight stays