

Role Profile

Job Title	Change Manager
Location:	Colindale/Hybrid
Directorate:	Growth - Estates
Service:	Strategy & Requirements
Grade:	J
Salary Range:	£49,590 - £54,927
Reports to:	Estates Portfolio Lead

1. Job Purpose:

The Change Manager is the lead specialist for organisational change across the Estates Directorate, responsible for developing and implementing change management strategies that support the successful delivery of the Council's Estates portfolio.

The postholder will provide expert advice to senior leaders and project sponsors, ensuring that complex, high-profile and politically sensitive transformation programmes achieve their intended outcomes and benefits. The role has responsibility for designing the change approach, assessing organisational impacts, managing risks to adoption, and influencing senior stakeholders across the Council and partner organisations.

The postholder will operate with a high degree of autonomy, leading change activity across multiple concurrent programmes and acting as the principal adviser on process and behavioural change within the Estates Directorate.

2. Key accountabilities:

1. Lead the development of change management strategies, frameworks and standards for Estates programmes and projects.
2. Work in partnership with the Portfolio Lead, Programme Manager, Project Manager and Requirements Officer in the Strategy and Requirements team to align project delivery with organisational change and service requirements.
3. Act as the lead adviser to senior managers, programme boards and project sponsors on organisational change implications.
4. Influence stakeholders at all levels to support new ways of working and overcome resistance to change.
5. Translate strategic Estates objectives into operational change activities across services.
6. Identify and help shape opportunities to improve service delivery, efficiency, and value for money.
7. Ensure a clear understanding of "as-is" and "to-be" states and support services through transition.
8. Embed continuous improvement and promote innovation across the Estates Directorate.

9. Act as a change champion across Estates, promoting a consistent and coordinated approach.
10. Develop directorate-wide approaches to business readiness, stakeholder engagement and benefits realisation.
11. Ensure change dependencies, organisational impacts and operational risks are identified and managed across programmes.
12. Provide professional leadership for change management practices across Estates and contribute to wider corporate transformation initiatives.
13. Represent Estates at management boards, steering groups and programme governance forums.
14. Make decisions on change interventions, engagement approaches, communications strategies and implementation plans across multiple programmes.
15. Escalate significant organisational risks and recommend corrective action to senior stakeholders and programme boards.
16. Challenge project proposals and delivery plans where change readiness or benefits realisation requirements have not been adequately addressed.

3. Key Responsibilities:

3.1 Change Delivery & Implementation

- Lead the planning and delivery of change activities linked to Estates projects and service transformation.
- Ensure change is effectively embedded into day-to-day operations and service delivery.
- Support services in transitioning to new processes, systems and estate arrangements.
- Design and deliver training, briefings and engagement sessions where required.
- Evaluate the effectiveness of implemented changes and recommend improvements.

3.2 Stakeholder Engagement & Communication

- Develop and deliver stakeholder engagement and communication strategies.
- Build strong relationships across services, partners and senior stakeholders.
- Clearly communicate complex changes in an accessible and structured way.
- Manage challenging conversations and provide constructive challenge where required.
- Ensure communication aligns with corporate standards.

3.3 Strategy & Requirements Alignment

- Work with the Strategy and Requirements team to define requirements and ensure alignment with Estates strategy.
- Support the development of business cases and strategic briefs.
- Ensure that requirements are translated into achievable operational outcomes.
- Contribute to the development of delivery strategies and transition planning.

3.4 Collaboration and Delivery on Projects

- Work independently/alongside the Strategy and Requirements team to ensure joined-up delivery across projects.
- Provide input into project plans to ensure change impacts are identified and managed.
- Support programme reporting, adhere to governance, procurement and assurance processes.
- Ensure risks and issues relating to change are identified, monitored and mitigated.

4. Financial Responsibilities:

- Responsible for managing allocated change management budgets and ensuring value for money.

- Develop and contribute to business cases, investment appraisals and benefits realisation plans relating to Estates transformation programmes.
- Monitor and report on change-related costs, benefits and performance measures.
- Commission and manage external consultants, advisers and specialist support where required.

5. Staff Responsibilities

- Matrix manage project teams, subject matter experts and stakeholder groups involved in programme delivery.
- Provide professional leadership, coaching and specialist advice to project managers, business leads and service representatives on change management methodology and practice.
- Manage consultants, contractors and specialist advisers engaged to support programme delivery.
- Lead multidisciplinary working groups established to deliver organisational change outcomes.

6. Health and Safety Responsibilities:

As a manager of the London Borough of Barnet, you are required to:

- Abide by of Barnet's health and safety policy, associated arrangements, and implement the Senior manager's/Director's responsibilities set out therein.
- Complete mandatory health and safety training
- Ensure strategic/service plans take account of health and safety risks and effects on employee wellbeing
- Monitor health and safety compliance arrangements and take action where there are concerns
- Include health and safety in regular management team/board meetings
- Lead by example, monitor and enforce health and safety compliance of managers
- Ensure sufficient resources are allocated to managing risk

7. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

8. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

9. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Relevant degree, Change Management/Project Management qualification or equivalent experience	Essential	Application/Interview
Hold a valid UK drivers' licence	Essential	Application
Experience & Knowledge		
Significant experience leading large-scale organisational change, service transformation or business improvement programmes within a complex organisation.	Essential	Application/Interview
Experience working across multiple stakeholders and services	Essential	Application/Interview
Experience embedding new processes and ways of working	Essential	Application/Interview
Understanding of project environments and working alongside project delivery teams	Essential	Application/Interview
Experience advising senior leaders and influencing strategic decision-making.	Essential	Application/Interview
Experience developing and implementing change strategies across multiple programmes.	Essential	Application/Interview
Experience managing complex stakeholder environments with competing priorities.	Essential	Application/Interview
Experience managing programme risks, benefits and organisational impacts.	Essential	Application/Interview
Skill & Ability		

Change Management - Ability to drive behavioural and cultural change - Experience delivering measurable change outcomes	Essential	Application/Interview
Stakeholder Management - Excellent communication and influencing skills - Ability to build relationships and manage resistance to change - Confident engaging with senior stakeholders	Essential	Application/Interview
Analysis & Problem Solving - Ability to analyse processes and identify improvements - Strong critical thinking and decision-making skills - Ability to balance competing priorities in a fast-paced environment	Essential	Application/Interview
Collaboration - Ability to work effectively within a multidisciplinary team - Strong partnership working across services and external organisations	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Application/Interview

Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview