

Role Profile

Job Title	Digital Change & Improvement Manager
Location:	Colindale/Hybrid
Directorate:	Resources
Service:	Finance - Systems Support
Grade:	L
Salary Range:	£62,766 - £69,984
Reports to:	Head of Systems – HR & Finance

1. Job Purpose:

As the Digital Change & Improvement Manager, you will lead the strategic planning and operational delivery of change and release management, alongside driving continual service improvement across finance and HR systems, including Oracle Cloud Fusion. This hybrid role is pivotal in ensuring that Oracle Cloud services are reliable, efficient, and continuously evolving to meet the needs of users and the wider organisation.

You will be responsible for managing the lifecycle of system changes - from planning and testing to release and post-implementation review - ensuring minimal disruption and maximum value. You will oversee quarterly Oracle Cloud updates, including the deployment of new features, security patches, and bug fixes, while ensuring alignment with the Council's digital strategy.

In parallel, you will champion a culture of continuous improvement by using data, user feedback, and service metrics to identify opportunities for optimisation. This includes leading service reviews, supporting automation initiatives, and enhancing digital literacy across teams.

You will work closely with the Head of Systems and the wider Systems Support Team to ensure that Oracle Cloud services are user-centric, resilient, and future-ready.

As the role evolves, you will play a key part in transforming processes to be more customer-focused, enabling greater self-service and improving the digital experience for both internal users and residents.

2. Key accountabilities:

Continual Service Improvement

- Lead Strategic Improvement Initiatives
 - Drive the continuous improvement of finance & HR digital systems, including Oracle Cloud, in alignment with the Council's digital transformation and resident experience strategies.

- Identify and prioritise improvement opportunities using internal performance data, user feedback, and external benchmarking across public and private sectors.
- Enhance Customer Experience
 - Lead customer-centric service reviews to improve the end-to-end user journey, develop business cases for change, and influence senior leadership on the value of proposed improvements.
 - Promote and embed self-service capabilities and automation to enhance service efficiency and accessibility.
- Foster a Culture of Continuous Improvement
 - Champion a culture of innovation and learning by embedding best practice methodologies (e.g. ITIL, Lean, Agile) across teams and services.
 - Lead post-implementation reviews to assess the effectiveness of changes and identify further improvement opportunities.
- Portfolio and Change Governance
 - Establish and maintain a portfolio management approach to track, prioritise, and deliver improvement initiatives.
 - Manage relationships with third-party support partners and internal teams to coordinate system changes, upgrades, and infrastructure-related improvements.
- Upskill and Empower Users
 - Collaborate with colleagues to design and deliver training programmes that build digital literacy, promote self-service, and enhance data analytics capabilities across the Council.
- External Engagement and Insight
 - Proactively network with peers and industry bodies to identify emerging trends, tools, and practices that can be adopted to improve Council services.

Strategic & Operational Advisory

- Strategic Planning & Advisory
 - Shape and maintain a strategic roadmap for Oracle Cloud and related digital systems, ensuring alignment with the Council's financial, people, and digital strategies.
 - Provide strategic insight and advice to senior leaders and service areas, ensuring the best use of limited resources and supporting long-term sustainability.
 - Monitor and assess risks, opportunities, and external trends (e.g. legislation, technology, policy) that may impact service delivery, and advise on mitigation or innovation strategies.
 - Lead or contribute to the development of policies and strategies that support the adoption of new technologies and maintain a strong control environment.
- Governance & Performance Oversight
 - Oversee and scrutinise internal controls dashboards, internal audit recommendations, and service contract performance to ensure compliance, value for money, and continuous improvement.
 - Lead on the development and maintenance of performance indicators and reporting mechanisms to track progress against strategic objectives.
 - Attend and contribute to governance forums such as Change Management Meetings, providing insight, approvals, and strategic challenge where needed.
- Culture & Capability Building
 - Foster a high-performance, customer-focused culture by leading internal service reviews and supporting the development of a digitally confident workforce.
 - Promote innovation and continuous improvement across teams, embedding best practices and encouraging experimentation and learning.

- Customer & Community Engagement
 - Act as a trusted advisor and strategic partner to services, providing expert guidance, constructive challenge, and influencing change through strong relationship-building.
 - Engage and collaborate across the Council, with external partners, and within the wider public sector to promote a unified, joined-up approach to service delivery.
 - Support the development of social value by enabling community-based digital solutions that empower residents and reduce demand on Council services.

Change & Release Management

- Lead the end-to-end planning, coordination, and implementation of system changes and releases, ensuring minimal disruption and maximum value to the organisation.
- Chair and manage the Change Advisory Board (CAB), ensuring all proposed changes are assessed for risk, impact, and readiness, and that decisions are documented and communicated effectively.
- Oversee technical change management processes, ensuring that all changes follow agreed governance, testing, and approval protocols, and are aligned with enterprise architecture and security standards.
- Manage quarterly Oracle Cloud updates, including the deployment of new features, security patches, and bug fixes, ensuring appropriate stakeholder engagement and post-release evaluation.
- Collaborate with internal teams and third-party suppliers to ensure seamless coordination of infrastructure and application-level changes.
- Maintain and continuously improve change and release policies, procedures, and documentation in line with industry best practices (e.g. ITIL).

3. Financial Responsibilities:

- Indirect responsibility for managing the Council's gross expenditure of approximately £982m shared with all members of the service
- Support managing the Systems Team Budget c£2.0m, including hardware, software, and training costs.
- Budget management based on portfolio of projects
- Promote a culture which empowers budget holders and back-office users to support the delivery of value for money services and knowledge of key cost drivers
- Prepare and present informative, high-quality reports to senior stakeholders that aid in informed service and corporate decision making
- Support the development of outcome-based commissioning models to better ensure strong price competition and transfer of risks through contracts with third parties principally within the role on new contracts for technology products.

4. Staff Responsibilities

- Matrix management of staff based on specific projects
- Matrix Management of 4 x Systems Analysts for system enhancements, upgrades, patching and consequent test & release procedures.
- Deputise for the Head of Systems as required
- Assist with staff management of the Systems Support Team - ensure achievement of team objective and individual objectives
- Provide leadership that encourages staff to recognise their contribution to the strategic objectives the council has set
- Enable and encourage a flexible working environment
- Assist with Graduates development and offer mentoring where appropriate.

5. 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

6. 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 / Learning to Improve / Inclusive / Collaboration

7. 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.

8. 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 project/programme management qualification at practitioner/advanced level such as Prince2 or Agile	Essential	Application
Relevant Business Analysts Qualification	Desirable	Application
ITIL v4 Practitioner (incl Service Management, CSI, Release Management)	Desirable	Application
ITIL 4 Strategist: Direct, Plan and Improve DPI	Desirable	Application
Educated to degree level or equivalent in the fields of computer science, data science	Essential	Application
Experience & Knowledge		
Strong understanding of continual service improvement methodologies (e.g. ITIL, Lean, Agile)	Essential	Application/Interview
Experience of process review and improvement	Essential	Application/Interview
Experience of system test and release management within digital/IT environments ideally within Oracle Cloud or similar ERP platforms	Essential	Application/Interview
Experience managing system upgrades and releases, ideally within Oracle Cloud or similar ERP platforms	Essential	Application/Interview
Experience preparing business cases for investment decisions including the ability to apply options appraisals and evaluation techniques	Essential	Application/Interview
Experience designing and implementing a digital change agenda	Essential	Application/Interview
Experience leading transformation and organisational change projects utilising user-centred design principles and agile project management	Essential	Application/Interview
Experience leading cross-functional teams and managing competing priorities in a complex environment	Essential	Application/Interview
Experience of working effectively in a high-pressure, fast-paced environment with competing priorities and tight deadlines.	Essential	Application/Interview

Experience of budget management	Desirable	Application/Interview
Experience of strategy and policy development	Desirable	Application/Interview
Knowledge of the major issues facing local government, understanding of the national policy context, requirements and future direction for relevant service areas	Essential	Application/Interview
Experience in persuading stakeholders to work together, encouraging an organisational focus on the needs of the community	Essential	Application/Interview
Strong interpersonal and communication and presentation skills, with proven ability to communicate effectively to a wide range of audiences both horizontally and vertically, financial and non-financial	Essential	Application/Interview
Evidence of successful resources management in a multi-disciplinary environment, including formulating budgets and financial models, resolution of conflicting priorities, applying rigorous planning challenge and appropriate control procedures	Essential	Application/Interview
Knowledge of data governance, retention, and system decommissioning best practices	Desirable	Application/Interview
Skill & Ability		
Strong ability to influence senior management translating technical changes in an accessible way	Essential	Application/Interview
Able to lead, inspire and motivate employees and generate a positive working environment	Essential	Application/Interview
Ability to think critically, apply innovative and creative thinking to address complex service challenges	Essential	Application/Interview
Committed to corporate and collegiate working across the service	Essential	Application/Interview
Knowledge of an ERP system and consequent dependency of data sets and workflows across workstreams.	Essential	Application/Interview
Ability to analyse service performance data and translate insights into actionable improvements.	Essential	Application/Interview
Well-developed IT skills (MS Office suite, financial systems, data visualisation tools (e.g., Power BI)	Essential	Application/Interview
Resilience, not easily deterred in the face of challenges	Essential	Application/Interview
Demonstrable ability to deliver training to staff on the use of digital tools, in both classroom and "one to one" settings	Desirable	Application/Interview
Demonstrate the ability to communicate, both written and oral, complex technical issues to both technical and non-technical managers, senior officers 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

Caring for people, our places and the planet

Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	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		
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