

OLDHAM COUNCIL

JOB DESCRIPTION



Job Title: Operational Change Officer	
Directorate: Health and Wellbeing	Division/Section: Adult Social Care – Business Management & Transformation
Grade: Grade 6	JE Reference:

Job Purpose:

To support in the delivery of operational change, across the health and social care economy, relating to policy, legislative, case law and other developments pertaining to the delivery of front line services.

To provide development capacity, research and change management support to enable the changes to be effectively planned, communicated and implemented, including contributing to and delivering training plans to ensure business change is reflected in people-practice.

Key responsibilities

To support the Operational Change Manager in the delivery of business management functions, including statutory information governance compliance, fraud and audit, IT infrastructures and systems and quality assurance, ensuring policies and practices adhere to legislative requirements and frameworks.

To monitor policy, legislative, case law and other developments relevant to health and social care and the delivery of operational services and identify any implications for the organisation.

To effectively 'horizon scan' to identify key policy and legislative changes and interpret the relevant national, regional and local guidance across Oldham and ensure the required actions are implemented.

To undertake research and provide background briefings and other relevant information for elected members, senior managers and external organisations on legislative developments or other changes which will have implications for the health and social care economy.

Assist the Operational Change Manager in developing and establishing change management arrangements which may include the production of project documentation.

To support the delivery of specific areas of change, this could include activities related to; service redesign, options appraisals, business cases, consultation and engagement, workforce development and training, or communications.

Support the business to develop an effective quality assurance framework to ensure that customer outcomes, service levels and key controls and quality measures meet the required standards as a result of the change.

Develop and contribute to communications strategies to ensure that key change activities are promoted and stakeholders are regularly updated and informed.

Apply change management, process design and other relevant business improvement techniques as appropriate.

Maintain and develop effective information systems and processes and analyse data to support delivery of change activities.

Compile reports, presentations, and design and deliver training sessions and workshops to a variety of audiences at all levels across the organisation.

To act as a change champion, proactively seeking opportunities to maximise the success of change to service delivery and proposing creative solutions to ensure value for money and efficient use of resources.

Help support the co-ordination of all lessons learned forums with all key stakeholders involved in the project. Ensure all lessons are analysed, feedback and where possible approaches changed/adopted to help the journey of the next initiative/project.

To contribute fully to change activities, adopting a flexible approach to work across a range of areas and cross-cutting themes in order to support delivery.

Ensure effective relationships are developed and maintained with stakeholders across the health and social care economy including internal stakeholders, CCG, providers, customers and the primary and acute sectors.

To represent Oldham at regional and national meetings and on relevant work streams.

Standard Duties:

To actively promote the equalities and diversity agenda in the workplace and in service delivery.

To uphold and implement policies and procedures of the council and directorate including customer care and health and safety policies.

To undertake continuous professional development (CPD) and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures, and to ensure that members of the service are informed appropriately.

Undertake any additional duties commensurate with the level of the post.

Contacts:

Colleagues with own team, and the rest of the Council, internal and external customers including the public, partner organisations, for example; the NHS and care providers.

Relationship To Other Posts In The Department:

Responsible to: Operational Change Manager

Responsible for: None

Special Conditions:

DBS disclosure – enhanced

	DATE	NAME	POST TITLE
Prepared	August 2017	Kirsty Littlewood	Head of Service
Reviewed			
Reviewed			

OLDHAM COUNCIL**PERSON SPECIFICATION****Job Title:** Operational Change Officer

	Selection criteria (Essential)	Selection criteria (Desirable)	How Assessed*
Education & Qualifications	Educated to degree /masters level or equivalent Prince2 or equivalent (or a willingness to work towards)		AF/I AF/I
Experience	Substantial experience of working within change management environments to achieve positive outcomes which improve and enhance service delivery Experience of working in an environment focussed on achieving positive outcomes for vulnerable adults Substantial experience of working with a broad range of stakeholders and building positive relationships to influence decision makers and positively promoting the organisations reputation. Significant experience of supporting the delivery of complex change programmes within a health or social care environment		AF/I AF/I AF/I AF/I
Skills & Abilities	Ability to constructively engage and challenge staff at all levels of the organisation Able to work through problems, evaluate risks and offer practical solutions – demonstrating an ability to take a pragmatic and insightful approach Effective presentation, verbal and written communication and interpersonal skills and the ability to apply these effectively to a variety of audiences Ability to multi task, working on a variety of projects and delivering to tight timescales, working to different managers Analytical skills to investigate and interpret complex information and make recommendations /options for action and to compile complex reports Ability to use information technology to produce		AF/I AF/I AF/I AF/I AF/I

	reports and present information		
Knowledge	Understanding of the financial, political and policy issues, pressure and challenges facing public sector services both operationally and strategically		AF/I
	Significant knowledge of current social care practice and challenges including processes and systems		AF/I
	Knowledge of information systems, ICT and new innovations, understanding their potential opportunities and impacts that support the flexible and changing operating environment of the directorate		AF/I
	Understanding of the local, regional and national health priorities and the integration agenda across health and social care.		AF/I
	Knowledge and awareness of data protection legislation as it relates to research and information management within public sector bodies		AF/I
	Significant knowledge, understanding and application of project management techniques and their application in a business context		AF/I
Work Circumstances	Willing to work flexibly to meet the demands of the service		AF
	Willing on occasions to work outside normal office hours		AF

Abbreviations: AF = Application Form; I = Interview; T = Test; R = References;

NB. - Any candidate with a disability who meets the essential criteria will be guaranteed an interview