**Job Title:**
**Business Change Manager - Level 8**

**Job Purpose**
To manage the successful transition of business change arising from the MOT transformation programme to implementation into operational areas. To secure the delivery of the programme outcomes and benefits. To lead change management activity across into the business and manage the activities of change teams in delivering the programme.

**Key Roles & Responsibilities**

- Managing the interface between programmes and operations in liaison with the Senior Reporting Officer (SRO) and Senior Managers to secure the delivery of programme outcomes and realisation of benefits whilst maintaining BAU. Regularly meeting both sides to discuss the programme and projects and the impact on operational areas and provide solutions which enable SRO to meet the programme aims and operational managers to maintain operational stability during the transition process.

- Stakeholder Management. Communicating with Senior Managers and the Board to keep them up to date with progress, issues and developments in change programmes, providing appropriate briefing to enable them to make informed decisions about the approach and direction of programmes. Communicating with staff affected by change to maintain morale and support for change.

- Managing benefits. Responsible to the SRO for ensuring that programme benefits are realised. Supporting SRO in the definition of benefits and development of a Benefits Management Strategy. Developing benefits models, testing benefit assumptions and defining appropriate measures to assess benefits realisation. Writing, refining, updating programme benefits profiles and undertaking regular reviews with Programme Managers to assess the benefits and disadvantages arising in the course of programmes. Managing benefits release through scheduling outputs from the programme into the business.

- Managing the transition of change in the business. Working with operational managers to embed changes within the business. Identifying what changes in processes, procedures and practices are needed to achieve change and deliver the planned benefits. Meeting with unions and staff to identify potential problems areas and ensuring that managers have the necessary information to communicate changes and their impact to staff. Visiting work places to meet staff and user groups to discuss change issues and encourage and motivate them to embrace the change and realise the benefits.

- Management of change team for the programme. Leadership of change management activity across the directorate and into business operations. Working closely with the T&I Business Change Manager.

- Measurement and monitoring of business Key Performance Indicators (KPIs) affected by change. Identifying the impact on KPIs of change and what this will mean for BAU. Agreeing with Senior Managers the deviation allowed in performance whilst changes are taking place. Assessing management information reports, identifying risks and issues and briefing senior managers on major implications for programmes. Giving a view on whether a product is fit for purpose and can be implemented within the business. Recommending whether to proceed or stop with transition.
- Managing resource utilisation across the programme. Managing budgets within the directorate, identifying resources available within BAU to take on change and authorising resource allocation.
- Liaison with programme and project managers and attending programme and project boards to bring a directorate perspective to business change and develop a partnership approach to enable both sides to deliver successful outcomes in making the transition from programmes/projects to BAU. Representing PVD on product groups to ensure any change proposed has full impact assessment on BAU and ability to achieve targets.

**Supervisory Responsibilities**
The post holder will have supervisory management of a change manager (level 7) and resources allocated to the programme.

**Supervision Received**
The post holder will report on individual change to the directly to the PVD Director.