

Job Profile Change Programme Manager

Job Title: Change Programme Manager
Job Grade: Level 5 Zone 2
Salary Range: £58,184 - £67,886

About North London Waste Authority (NLWA)

Our mission is to preserve resources and the environment for future generations by exemplary planning, innovation and communication in managing north London's waste. We serve two million residents in seven boroughs and run communications and engagement campaigns to help them reduce their rubbish and recycle more. We campaign for government and industry action to reduce unnecessary single-use items, encourage reuse and repair and promote effective recycling.

To help tackle the climate emergency and to prevent rubbish going to landfill, we are building the greenest Energy Recovery Facility in the country and modern recycling facilities at the Edmonton EcoPark, through the [North London Heat and Power Project](#).

NLWA staff are employed by London Borough of Camden and benefit from Camden's recruitment, pension, and HR policies.

You will be expected to adhere to NLWA values which are:

Safety: We protect the health, safety and wellbeing of everyone involved in, and using, our services.

Accountability: We are accountable to Members and to each other for delivering our responsibilities.

Ambition: We work to the highest standard and aim for continuous improvement in all we do.

Inclusivity: We have strong relationships with all our partners and create a positive work environment where everyone matters.

Integrity: We celebrate success, we learn from setbacks, we promote transparency and respect in our work

In addition to NLWA values are the Corporate Services core principles which are:

Respect time: We respect other people's time as we do our own

Set realistic expectations: We set, manage and deliver to realistic expectations

Stakeholder excellence: Treat your stakeholders with the utmost empathy

Don't be too hard on yourself: Try your best on everything you do and don't worry if it isn't perfect

The Corporate Services Team will act as a thread across everything we do in NLWA. We will be NLWA's heartbeat. We will deliver upon the trust that we build with our colleagues and stakeholders. We will accept challenge as an opportunity to grow, learn, improve, and innovate.

The Corporate Services Team plays a critical role in supporting the organisation; creating the necessary conditions for the whole organisation, its people, processes and culture to deliver, as effectively as it can, a high-quality end to end Human Resources advice and support service to the Senior Managers, staff and related stakeholders and provide a first class advisory service for all terms and conditions advice

About the role

The Change Programme Manager role will sit in the Corporate Services Directorate and is an essential role delivering NLWA's Change Landscape / Plan. This Change Landscape will need to be developed, established and agreed with key stakeholders internally and externally to the organisation such as internal NLWA teams, NLHPP, London Energy Ltd, Borough officers and Members.

The Change Landscape will need to incorporate and/or consider risks in London Energy Ltd and NLHPP, when agreeing mitigations and deliverables required to achieve the outcomes in Operational / Strategic Plans. It will need to factor in financial, people, delivery and operational challenges. There will be a need to deliver multiple complex change projects by utilising exceptional change management skills and navigating a complex stakeholder dynamic across over 3 organisations, over 15 suppliers and varying internal teams. It is expected for the postholder to deliver the short (next 2 years), mid (2-3 years) and long term (5 years +) change priorities for the organisation, where these priorities are periodically tracked / managed through gates / review points.

The postholder will need to demonstrate strong delivery of outcomes through working closely with the Head of Corporate Services Head of Portfolio Management, Finance and HR teams. The formal governance regime for the organisation can be found [here](#).

The responsibilities of the postholder include (but not limited to):

Spearheading the change programme through enabling work streams for a wide variety of projects which include organisational, operational, property and digital aspects. the postholder will ensure that all safety, quality, cost, programmes, and work stream targets are secured and comply / align to NLWA's Strategic plans. The postholder will be required to define the change strategy, output scope and integration requirements, Identifying the required outputs, defining the programmes of work, and planning the execution of those plans to deliver the required outputs for each programme enabling work stream up to and including handover. The plans must ensure an integrated solution to achieving the required outputs and business solutions consistent with the business objectives and the objectives of other programmes

The postholder will be expected to agree major project / programme requirements with the appropriate stakeholders to ensure that NLWA's business objectives are met, including minimising impacts on operations during delivery including the delivery of NLHPP / LEL transition into business as usual programme(s). They should ensure there is appropriate adherence to corporate governance and that both commercial and budgetary control is effectively exercised through the effective management within each of the programmes enabling work streams and the utilisation of both commercial and financial support functions.

The postholder will be required to promote a vision in equality of opportunity, social inclusion, fair employment, and environmental sustainability, creating open, inclusive, and engaging environment within NLWA and across stakeholders, customers, and supply chain. Work closely with the Risk, Project Management, Governance, wider Portfolio Management, Finance and HR functions to prioritise viable change plans for practical delivery. This would include working closely with the NLHPP, London Energy Ltd to manage integrated risks and their respective mitigations and cultivating an inclusive approach for delivery of change across the organisation and be Innovative in using data-driven approaches to managing and assure change delivery.

The postholder will enable agile ways of working to ensure assured delivery through teams, be responsible for individual delivery of complex change projects / programmes, managing the Assistant Project Manager(s) to deliver the organisations Change Landscape, in addition to managing own workload, prioritising organisational needs as and when required.

About you

Deep awareness of safety issues in an operational / project delivery environment or equivalent

Strong, strategic mindset with the ability to deliver results

Experience of delivery of large, complex organisational / major programme strategy considering corporate risks

Experience of presenting complex information in a simple way to technical / non-technical / senior / non-senior people

Experience of influencing central and/or local government officers toward a successful outcome

Experience of successful complex project / programme or portfolio delivery (>1m)

Management of complex multi-million-pound programmes of work from initial scoping through to handover

High level of knowledge and understanding relating to contractual issues in a project environment

High level of knowledge and understanding relating to legal aspects, financial control, and procurement processes

High level of knowledge and understanding relating to planning and project management tools and techniques

Degree, or equivalent qualification

Ability to deliver through a range of stakeholders to achieve favourable results

Building effective relationships with, and influencing, directors and management internally and outside the organisation.

Ability to proactively work through changing governmental policy, particularly post-pandemic and post-Brexit

Experience of leading a change programme in a complex system / organisation

A “can-do” attitude in a politically motivated environment

Experience of establishing project / programme plans, business cases and delivering to completion

You will need to take a collaborative approach, as your work will involve dealing with all members of the NLWA team and helping to ensure the systems work well for individuals.

You will have good analytical and reporting skills and an ability to understand and implement processes.

You will have proven experience in planning and delivering to deadlines, including strong communication and influencing others to contribute to a mutually beneficial outcome.

You will be able to focus on internal and external customers, be innovative and creative, open to ideas and challenge and committed to individual learning and development.

Work Environment:

The NLWA offices are in Tottenham Hale; 2 minutes from the Tube station with great service and amenity links close by. There is also substantial opportunity for home working and alternative flexible working options are available/open to discussion.

People Management Responsibilities:

The post holder will have line management responsibility for the Assistant Project Managers. They will ensure appropriate training and development opportunities are available. The postholder will need the ability to build and maintain effective working relationships at all levels across the organisation in order to influence and get things done.

Relationships:

This role reports to the Head of Portfolio Management and/or Director of Corporate Services

The post holder will work closely with the Corporate Services Director and other members of the Corporate Services Team.

On a day-to-day basis the post holder will be expected to work collaboratively with and other Senior Managers within NLWA. There will be a strong connection to Camden's Corporate HR function, Haringey's IT function and the opportunity for shared learning.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,