Digital Change Coordinator

Salary Range: £40,911-£46,453

Grade: 3.2

Location: 5 Pancras Square

Reports to: Senior Digital Change Officer

About the role

This role helps the organisation gain the full benefits of its cloud-productivity suite tools. It supports the coordination of the department's response to changes, functionality updates, and issue resolution in our cloud productivity tools. The role involves regularly reviewing, tracking, and documenting relevant details from supplier roadmaps for our productivity tools.

The role evaluates the roadmap for impact, benefits, and drawbacks of changes and additional functionality. It liaises with relevant system owners across the department to coordinate appropriate responses to these changes. The post holder supports the Senior Digital Change Officer in developing the Digital Champion Network, delivering workshops and online sessions, and coordinating initiatives and pilot projects linked to these changes.

This role supports the roll-out of new tools into the organisation, undertaking various tasks related to change management. It involves coordinating the introduction of new and potentially disruptive technology into a large organisation. The role ensures smooth implementation by supporting the planning and executing change management strategies, communicating effectively with stakeholders, and providing training and support to users. They will also monitor the adoption of new tools, gather feedback, and make necessary adjustments to improve the overall user experience.

The role supports larger cross-team projects and monitors demand from the organisation for digital change development work. It supports the Digital Change and Delivery Lead to assess and prioritise team-level change projects.

About you

The right person for this role will be able to demonstrate the below characteristics:

- Experience in applying Agile principles in practice.
- Effective communication with both technical and non-technical stakeholders.
- Ability to support and host discussions within a multidisciplinary team, even in challenging dynamics.
- Advocacy for the team externally, managing differing perspectives.
- Skill in identifying and articulating technical disputes between peers and local stakeholders.
- Understanding of the importance of team dynamics, collaboration, and feedback.
- Collaborative work style while recommending decisions and the reasoning behind them.
- Ability to work within a strategic context and communicate how activities meet strategic goals.
- Use of quantitative and qualitative data about users to turn user focus into outcomes.
- Identification and engagement with users or stakeholders to gather user needs evidence.
- Understanding of the importance of assisted digital and the ability to design services and make decisions to meet user needs.
- Appreciation of the importance of feedback.
- Creation of the right environment for teams to work in, and the ability to identify the best team makeup depending on the situation.
- Awareness of problem resolution processes.
- Collaboration with stakeholders to identify objectives and potential benefits.
- Ability to build long-term strategic relationships.

Experience

- BSc in relevant discipline, or equivalent industry experience.
- Experience of working on projects in a supporting role.
- Experience of supporting face to face / online events.
- Experience of change management.

Technical skills

- Expertise in using a range of the Microsoft 365 productivity tools.
- Proficiency in data handling, including collecting, organizing, and analyzing data to evaluate and enhance digital learning programs and outcomes.
- Ability to create engaging digital learning materials such as video tutorials, infographics, presentations, and interactive content.
- Strong technical skills in diagnosing and troubleshooting issues related to software implementation.
- Familiarity with change management and project methodologies to plan and execute digital initiatives effectively.

The things you'll achieve

- Support outstanding change projects across the organisation
- Create and maintain stakeholder relationships across the organisation
- Support the Digital Champion network
- Develop project management skills

Other important information…

People management

This role has no people management responsibilities

Work environment

This will be a hybrid role, primarily based at 5 Pancras Square, with flexibility to work from other Camden offices and locations as required.

Who you will be working with

This role is within the Technology Adoption team, a dynamic, cross-disciplinary team built with the purpose of fostering a pro-active digital learning culture while working with our users to solve the business problems of today using our growing productivity toolset and reports directly to the Senior Digital Change Coordinator.

The application process

A formal, in-person panel interview with competency-based questions.

Who we are

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.

Asking for Adjustments

Camden is committed to making our recruitment practices 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