**Job Profile Information: Office 365 Change Lead**

**This supplementary information for *Office 365 Change Lead* is for guidance and must be used in conjunction with the Job Capsule for Job Level 4 Zone 2.**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

Camden, as a leader in digital services recognises the benefits from digital solutions supporting a wider programme of transformation both internally and externally. Our digital strategy recognises modern challenges and gives us a roadmap to future proof our ways of working and aspire to develop a workforce that excel at digital skills needed for new ways of working. Our vision inspires us to constantly look for better ways of working to deliver for the people of Camden.

Camden is implementing Office 365 solution as part of a Smarter Working business transformation programme. Our goal is to make it easier and quicker for staff to do their jobs, and in turn spend more time focused on activities that add direct benefit to residents. Office 365 is a big catalyst of this transformation the emphasis of the programme is to drive business change in process, culture and where necessary policy to achieve the goal. Camden sees Smarter Working (and Office 365) as a critical part of its digital journey and it is therefore important that the programme leaves a legacy of improvement not only in those things delivered but also an organisation enabled and empowered to drive further benefits from the technology implemented.

We place high importance on quality project and change management. The Office 365 Change Lead will be a key member of the Smarter Working delivery team and be responsible for working with Shared Digital and key organisation stakeholders, including staff who are not technology savvy, to ensure Office 365 is implemented on time and delivers successful business outcomes. We are looking for someone who has achieved significant success in their current or recent jobs, is driven, well organised and can deliver under pressure.

A successful Office 365 Change Lead must set their sights high. We want only the best for Camden. You need to be a strong collaborator with experience of working on complex, preferably technology related, projects. You should be able to evidence your ability to work with multiple stakeholders, including senior managers, explain the changes to the end users and gain their trust and support.

**Example outcomes or objectives that this role will deliver:**

* Advise the Smarter Working Programme Director and Programme Board on Office 365 business change.
* Work closely with the Programme Change Lead to provide leadership and thinking on how best to affect the desired business outcomes of Office 365 through change management practices.
* Ensure all project outcomes and change is aligned to corporate objectives and plans.
* Undertake the development of evidence based and innovative change strategies that will ensure the achievement of planned outcomes.
* Support the creation of system conditions, mechanisms and processes to ensure a strong and effective voice for staff in the shaping and improvement of services and strategies within the scope of the Smarter Working Programme.
* Develop O365 knowledge and lead by example in adopting the new technology to deliver tangible benefits for Camden.
* Responsible for change management on the implementation of O365 in Camden, including management and delivery of comms and engagement activities and management of key Office 365 stakeholders
* Manage Office 365 change stream project plan, status report, RAID as agreed with Office 365 project manager within Shared Digital
* Support Shared Digital on the implementation of all O365 elements in Camden. In particular leads on the engagement with the organisation on the configuration and usage of the new Office 365 Groups, OneDrive and Exchange online. Supports Shared Digital in delivering any training these new solutions may require.
* Manage the continues development of the Camden Intranet in consultation with key stakeholders and sponsors
* Support the Office 365 governance
* Working closely with Smarter Working Programme Change lead to ensure consistent approach
* Engages with the change champion network to support the development and implementation of Office 365 products and business change.
* Support organising and delivering engagement events across all Camden offices

**People Management Responsibilities:**

* Proven record of project management skills and working on complex projects
* An understanding of change management in a diverse organisation, preferably on IT related projects.
* Have strong relationship management skills
* Successful use of innovative digital technology to deliver change and improved customer focus / service.
* A good understanding on diverse end user groups, especially the hard to reach groups.
* Ability to drive improvement and innovation in customer service through taking a whole systems approach.
* Candidates could come from a range of backgrounds but where customer focus has been a primary focus of their work.

**Work Environment:**

*Based in office at 5 Pancras Square*

**Technical Knowledge and Experience:**

A successful candidate will demonstrate the following attributes and capabilities:

**Leadership;**

* Takes the lead and responsibility
* Delivers results
* Flexes style and approach
* Delegates / coaches when appropriate
* Resilience
* Empowering / works through others

**Strategic thinking;**

* Takes a long-term view
* Takes a 21st century and digital focus
* Ambitious and innovative – a reformer, willing to tackle the status quo with evidence and intelligence

**Resident focused;**

* Demonstrates empathy and understanding for the resident experience and needs
* Is outcomes focused
* Puts resident experience at the forefront of thought / decision-making
* Is concerned / focused on quality
* Improvement focused

**Effective judgement and decision-making;**

* Acts on facts
* Is prepared and able to take tough decisions
* Risk awareness and ability to manage / mitigate risk
* Can use evidence to inform business change / improvement

**Effective personal style;**

* Self-belief / self-confidence
* Is collaborative / team player
* Is comfortable with complexity
* Open and honest
* Responsive and flexible
* Good communicator - personable and effective

**Education;**

* Educated to degree level or has equivalent work experience

**Equality & Diversity;**

* Ability to promote diversity and inclusion in the workplace and in the delivery of services

**Health and Safety;**

* Ability to promote health and safety at all times

**Data / information management;**

* Strong track record in information management, information sharing and data handling in accordance with Data Protection legislation and best practice

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>