**Job Profile Information: Smarter Working Change Lead**

**This supplementary information for *Smarter Working Change Lead is* for guidance and must be used in conjunction with the Job Capsule for Job Level 5 Zone 1.**

**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 has initiated a Smarter Working business transformation programme with a goal 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. Although the catalyst for each Smarter Working component is driven by technology 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 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 strategic management and leadership skills. The Smarter Working Change Lead will be a key member of the Smarter Working management team and be responsible for working with senior officers and their management teams (DMT, SMT) to ensure the Smarter Working Programme delivers successful business outcomes. They must also mobilise and lead a powerful network of change leaders across the organisation ensuring change is delivered effectively at all levels. We are looking for someone who has achieved significant success in their current or recent jobs and can apply fresh thinking and new ideas to Camden, challenging the status quo – this is how we work. For us the art of leadership involves balancing the development and the driving through of strategy with keeping an eye on the detail in order to drive performance improvement. We are looking for someone who can achieve this balance as well as create a positive, development culture for staff.

A successful 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 with colleagues and partners to make a strategic contribution. You should be able to evidence your ability to gain the trust and support of leading Councillors, partners and senior managers as appropriate.

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

* Advise the Smarter Working Programme Director and Programme Board on all aspects of business change across the programme. Provide strategic leadership and thinking on how best to affect the desired business outcomes of the programme through change management practices.
* Advise the Smarter Working Programme Board on how to ensure all programme 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.
* Lead 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.
* Contribute to the leadership of the Smarter Working Programme, ensuring a high calibre, motivated and effective change network for all programme components to draw on and help achieve their goals. Ensure the embedding of a digitally focussed, agile way of working with staff embodying the Camden Way.
* Represent the Programme by promoting its image and reputation internally and externally.
* Lead by example in championing and furthering equality and diversity within the workplace and in the delivery of our services.
* Lead the design of the Smarter Working change strategy and plans.
* Ensure this strategy is embedded into the actual approach and deliverables of each constitute project and appropriate resources are in place to implement the strategy.
* Represent all aspects of business change at the Programme Board, DMTs and SMTs.
* Leads on programme level stakeholders management, including supporting key support groups: Design Working Group, Directorates Smarter Working implementation groups.
* Ensure that the programme has strategies for identifying and addressing areas of concern (e.g. complex or sensitive business areas, reluctant stakeholders).
* Develop and implement a strong engagement plan for the Programme.

**People Management Responsibilities:**

* Matrix manage a small team of change leads working across the programme and within individual projects to deliver the role accountabilities.
* Ensure project leads develop and implement strong Communication Plan.
* Ensure a fully representative and engaged change champion network is established across the organisation that can support the development and implementation of products and business change.

**Work Environment:**

Mainly Office Based at 5 Pancras Square

**Technical Knowledge and Experience:**

A successful candidate will demonstrate:

* Proven record of delivering innovation and change in large, complex organisations.
* Successful use of innovative digital technology to deliver change and improved customer focus / service.
* Innovation and improvement from taking a whole systems view.
* Ability to drive improvement and innovation in customer service through taking a whole systems approach.
* Experience of evaluating customer service practice and acting on evidence to drive change.
* Candidates could come from a range of backgrounds but where customer focus has been a primary focus of their work.

**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
* Provides systems leadership
* Takes corporate responsibility
* 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
* Visionary
* Works and develops vision and strategy across partnerships and organisational boundaries

**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

**Sound political and organisation awareness;**

* Understanding of political perspectives
* Ability to work with politicians
* National and local political awareness and knowledge
* Instils confidence

**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

**A successful candidate will be able to demonstrate the following:**

**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/>