**Job Profile Information: System Change Coordinator**

**This supplementary information for *System Change Coordinator* is for guidance and must be used in conjunction with the Job Capsule for Human Resources Job Level 4 Zone 2, Camden Way Category 4**

**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:**

This role will work within the Systems Thinking team within the OD and L&D service and will focus on a particular project, titled the Landlord Services redesign. This is a high-profile initiative which is key to Camden’s overall direction and vision of better tailoring our services for residents – as such the role will be challenging and rewarding in equal measure.

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

* Develop a strong understanding of systems thinking methodology and an ability to apply the methodology in Landlord Services – it is expected the candidate will develop this understanding and ability through proactive learning through shadowing front line officers on home visits, participating in team reflection sessions and independent study.
* Pull together key information and undertake complex analysis to support learning and decision making about next steps by Directors, Executive Directors and the Chief Executive.
* Proactively and flexibly lead and influence management and colleagues, including with unblocking barriers, developing new IT systems, new measures, new roles and restructure and communications.
* Focus on delivering outcomes, rather than outputs, that support the strategic direction of the organisation.
* Use data, trend analysis and evidence to support thinking, provide critical challenge within the organisation and to inform continuous improvement.
* Actively maintain a body of technical and professional knowledge related to organisation development and systems thinking and use this knowledge to inform Camden’s continuous improvement journey.
* Manage and collaborate with staff effectively across the service on specific programmes / pieces of work as appropriate.

**People Management Responsibilities:**

*None*

**Relationships;**

The post holder will need to build strong relationships with a wide range of stakeholders relevant to the area(s) of focus, including:

* Systems thinking officers
* Chief officers and senior managers across the Council
* Officers within Landlord services and in other related services across the Council
* Residents, local business people, voluntary/statutory organisations and other external agencies as required depending upon the focus of the work
* External suppliers of goods and services where their input is required

**Work Environment:**

Team: Systems Thinking

Service: Organisational Development and Learning and Development

Directorate: Corporate Services

**Technical Knowledge and Experience:**

* Demonstrable experience of having used systems thinking approaches to innovate and improve services for residents.
* Experience of developing positive relationships with multiple stakeholders to build support and influence thinking and decision making.
* An awareness of the organisation’s direction of travel and ambitions for the next 3-5 years, including an understanding of the political and economic environment the Council is operating within.
* Proven track record of supporting and delivering change
* Ability to interrogate detail and see how this links to the big picture
* Significant experience of working in a customer focused environment.
* Significant experience of working in partnership with a range of stakeholders and developing and maintaining effective relationships.
* An ability to use data, evidence and research to inform activity, decision-making and challenge to the status quo as appropriate.
* An ability to research and report on factors influencing service performance and using this information to recommend/ implement change to improve impact on desired outcomes.
* Experience of driving projects forward and delivery of results on time and within budget.

**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:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>