

## Job Title: Digital Change and Engagement Officer

Job Grade: Level 4, Zone 1

### About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to the UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality so that nobody gets left behind. Here's where you can help decide a better future for us all.

A key part of our Digital and Data Services (DDS) department, our Technology Service provides secure, innovative, efficient, and scalable technology solutions and the overall service delivery wrap that empowers our Staff and our Citizens. We are a team of collaborators and knowledge sharers working in an agile, fast-paced environment.

### About the Team:

**The Technology Adoption Team is 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.**

We relish solving business problems alongside our users, supporting colleagues in finding new and exciting ways to work effectively in Camden's hybrid digital world of work. We develop solutions that work, with our users alongside every step of the way, building their confidence with technology through everything we do. We're always curious, love to experiment and test the latest updates across our cloud-productivity toolset to ensure we're delivering the best value to our users and the citizens of Camden.

### About the Role:

This role is responsible for leading organisation wide engagement that promotes a dynamic learning culture and encourages our staff to experiment and make use of our digital productivity solutions. Supporting the delivery of strategically important initiatives and changes to transforming our working practices in a hybrid environment. The role leads our digital change champion programme, working with internal and external networks to produce an engaging calendar of events.

## Key Responsibilities for this role include:

- Support the successful delivery and ongoing governance of organisation wide technology adoption initiatives
  - Support governance boards, coordinating the relevant updates, papers, and administration to support the wider team.
  - Support and contribute to the smooth running of cross-departmental, multidisciplinary teams to ensure successful delivery of benefits to develop a modern hybrid working environment.
  - Work collaboratively with others to ensure project documentation is completed and signed off at the various levels of the organisation as required.
  
- Lead the development of a vibrant and dynamic 'Digital Champions Network' that supports a learning culture of experimentation and curiosity.
  - Overseeing management and administration of the digital change champion network, including recruitment, onboarding, and tracking of activities.
  - Responsible for the planning and management of engagement events across the Digital Change Champion Network.
  - Coordinating content with relevant stakeholders, both internally and externally.
    - Including but not limited to training sessions, early access to technology, online challenges, showcasing best practice, practical tips, the annual digital change champion conference.
  - The post holder must be proactive, organised, driven and have a good attention to detail. They must be responsible and able to hold themselves and others to account appropriately.
  
- Responsible for coordinating the annual communication, campaigns calendar and undertaking user research.
  - Working across the team and wider technology to coordinate and line up appropriate events, campaigns, and online content, ensuring it is in line with the department strategy and carried out on schedule.
  - Responsible for the coordination and updating of an organisation wide persona map, involving users, for use by all areas of DDS.
  - Coordinating and undertaking user research, including interviews and surveys.
  - The post holder will be required to use their own initiative and be able to work autonomously to map/understand the needs of and secure buy-in to our digital strategy from different services and key stakeholders.

#### Core skills to achieve these responsibilities include:

- Is outcome and impact driven, capable of keeping teams focused on delivery.
- Able to development and execution communication plans.
- Experience of undertaking simple user research, such as proactive conversations or evaluating reactively through surveys.
- Experience working in a modern agile delivery environment (Scrum, Kanban etc.)
- You will naturally support, and learn, from the people around you, always looking to do things better.
- Ability to manipulate and interpret data analytics to develop insight and tangible actions.
- Confident in networking and engaging with external and internal stakeholders.
- An active curiosity and desire to experiment and learn new tools and expanding functionality.
- Ability to undertake learning needs analysis against existing tool sets and within specific change projects.
- Confident in uploading and editing content within a Learning Management System (LMS) such as SharePoint.

#### Desirable skills include:

- N/A

#### Technical knowledge and experience

- BSc in relevant discipline, or equivalent industry experience.
- Experience of working projects in a support role.
- An understanding of the digital strategy and an interest in digital solutions.
- Confident facilitator of face to face / online events.
- Demonstrate excellent organisational skills and show a strong eye for detail, accuracy & precision.
- Ability to understand, analyse and assess complex information with first class report writing, communication and presentation skills including an ability to influence, listen and negotiate effectively.
- Ability to work closely with and establish positive relationships with stakeholders.

### Work Environment:

This is a hybrid role, and the post holder is expected to demonstrate the power of digital tools to work in a hybrid way. This is to be balanced alongside effectively collaborating with colleagues in our offices.

The post-holder will be required to work in an 'agile' way in line with Camden's move to a paperless and flexible work environment.

### People management responsibilities

- No line management responsibilities.

### Relationships

- This post reports to the Digital Change and Delivery Lead.
- You will work across the Technology Adoption Team, working closely with the team to coordinate activity.
- Key internal relationships that will need development include, but are not limited to - Organisational Development, Learning and Development, Internal Communications, User Experience, User Access, IT Service Desk.

### Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### 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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,

*Engagement and Delivery Officer – Job Description – Last Updated March 2022*