

Senior Change Manager

Job Level	Level 5	Job Reference No:	
		Role review date:	August 2024
Directorate	Internal Services	Function	Transformation and Change
Service	Change Team	Reports to:	Head of Change Management

Scale and scope of role

Direct reports	None	Indirect reports	None
Budget responsibility/ accountability	None	Accountable for other resources	Matrix working - direction provided to community of practice

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

In this role, you will influence and support leaders and project teams across the organisation. You will develop and implement effective change management strategies for some of our more complex programmes and projects as well as operating in a consultative approach to giving expert advice and guidance to broader change activity. Additionally, you will help build the organisation's change capability by guiding the internal community of practice and creating learning materials.

Key responsibilities

Delivery of change management

- Manage the delivery of change management activity ensuring we achieve our intended outcomes whilst taking approaches that are people centred and trauma informed.
- Accountable for the change outcomes being achieved on projects where the post holder is deployed as a member of the project team.
- Proactively diagnose challenges on projects and quickly developing action plans and implementing them with key stakeholders to ensure the successful delivery of projects and programmes.
- Applies the most up to date techniques and thinking to support organisational redesign and implementation of associated change.
- Develops and delivers effective change communication plans ensuring effective and motivating engagement for people impacted by the changes and associated stakeholders contributing to the success of the initiative.

Technical Expertise – Change Management

- Provides expert guidance and direction to Senior Responsible Officers and project teams giving advice on options and mitigations to successfully manage people through transformation.
- Provides change management expertise, including assurance, for projects and programmes. Use of relevant tools such as change readiness assessments, health checks, and pre-audit processes
- Applies the latest change management best practice in developing effective change strategies and plans at a project, business and enterprise level.

Capability building

- Actively contributes and supports the community of practice by sharing expertise, offering advice and delivering learning sessions identified to continually grow capability and maturity.

- Ensures that tools, templates and guidance are up to date and relevant taking learnings from change programmes and building
- Offers expertise, advise and coaching to project, programme and change managers as well as leaders across the organisation as required.
- Works to iterate the organisation wide change analysis and improve this to ensure maximum benefit to stakeholders and project teams.

Leadership Behaviours

- Authentic, consistent and honest leader.
- Actively listens and allows others to be heard.
- Adaptable to changing needs, pressures and opportunities
- Empowers others based on their skills and expertise.
- Dynamic, inclusive, compassionate and courageous.

Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society’s values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales – Disclosure and Barring Service (DBS)
• None
Scotland
• None
Northern Ireland
• None

Drivers Check - Required – No

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills	S	I	A
<p>Essential</p> <ul style="list-style-type: none"> - Recognised change management or organisational development accreditation/qualification or equivalent by experience. - Up to date technical knowledge of change management approaches, models and tools. - Excellent communications, relationship building and stakeholder management skills. - Works collaboratively with business leads and sponsors, programme/project managers, and other specialists (e.g. internal engagement, HR, Learning & Organisation Development). - Excellent strategic thinking and problem-solving abilities, with a track record of driving change results. - Strong online and in person group facilitation skills which takes into account sensitivities during change programmes, different accessibility requirements and being in tune to the needs of the group. <p>Desirable</p> <ul style="list-style-type: none"> - Awareness of trauma informed practices in change management especially when working with front line teams or those otherwise exposed to vicarious trauma. 	<p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p>	<p></p> <p></p> <p>I</p> <p>I</p> <p>I</p> <p></p>	<p></p> <p></p> <p></p> <p>A</p> <p>A</p> <p></p>
Experience	S	I	A
<p>Essential</p> <ul style="list-style-type: none"> - Demonstrable personal resilience and ability to respond proactively in situations of ambiguity and change. - Experience of engaging with senior stakeholders to surface and resolve sensitive issues related to the change and to overcome significant resistance to change. 	<p>S</p> <p>S</p>	<p>I</p> <p>I</p>	<p></p> <p></p>

<ul style="list-style-type: none"> - Proven track record in developing change management strategies which deliver a positive people experience whilst ensuring the outcomes are achieved. - <p>Desirable</p> <ul style="list-style-type: none"> - Experience of working in a large and geographically dispersed organisation. 	S	I	
Additional requirements			
<p>Essential</p> <ul style="list-style-type: none"> - Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. - Recognise the implications of working within a charity and a voluntary organisation 	S	I	
Values in Action			
<p>Dynamic - We move forward as one team.</p> <ul style="list-style-type: none"> - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. <p>Compassionate - We stand for kindness.</p> <ul style="list-style-type: none"> - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. <p>Inclusive - We are open to all.</p> <ul style="list-style-type: none"> - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. <p>Courageous - We are bold.</p> <ul style="list-style-type: none"> - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis 			

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.