



HM Prison & Probation Service

HQ Job Description (JD)

Band 8

Group Family: Generic - Projects and Programmes

Job Description: Business Change Manager

Document Ref.	JES 2024 Business Change Manager
Document Type	Management
Version	5.0
Classification	Unclassified
Date of Issue	20.03.20
Status	Baselined
Produced by	Head of Group
Authorised by	Reward Team
JD Evidence	

HQ Job Description

Job Title	Business Change Manager
Group Family	Projects and Programmes
Band	8

Overview of the job	<p>The Business Change Manager must be able to provide the bridge between the programme and the business operations. The business manager will have an in depth understanding of what the key requirements are within a programme/project.</p> <p>This will be a non-operational post being used in HQ or at Prison Group level.</p>
Summary	<p>The Business Change Manager is responsible for realising the resultant benefits by embedding capability into business operations and facilitating business changes to exploit that capability.</p> <p>The job holder will be responsible for improving staff confidence in the delivery of change, to ensure that change is rolled out in a co-ordinated and well planned way, and to provide feedback on planned programme/project initiatives from an HMPPS perspective.</p> <p>On behalf of the programme/project they will on occasions liaise with both internal and external stakeholders to ensure key messages of change delivery are passed through to the line.</p>
Responsibilities, Activities & Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> • Ensure development and business ownership of Benefits Profiles and Benefits Realisation Plan. • Reporting to the Senior Responsibility Officer (SRO) on the readiness to change, achievements of outcomes and realisation of benefits • Defining the future operating state of the business area they represent • Ensure effective communications with all areas of the business that they represent • Ensure that business stability is maintained during the transition and the changes are effectively integrated into the business • Preparing the affected business areas for the transition to new ways of working • Monitoring the performance of benefits realisation • Monitoring business stability and ongoing capacity to cope with the level of change (including acceptable levels of performance variation/deterioration whilst the change is embedded) • Improve staff confidence in the HMPPS change programme through the promulgation of effective local change narratives • Improve local co-ordination and delivery of change projects through the development of local change roadmaps and through specialist advice on particular programmes <p>The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The Job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation scheme and shall be discussed in the first instance with the Job Holder.</p>
Behaviours	<ul style="list-style-type: none"> • Seeing the Big Picture • Making Effective Decisions • Delivering at Pace • Working Together

Strengths	NB. It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	<p>N.B. Converting job descriptions to the new Success Profile format means areas captured in experience could also be assessed as a strength. Vacancy managers should use their own judgement to decide where best to assess these</p> <ul style="list-style-type: none"> • Leading on and identifying the business change requirements across the project • Experience of handling sensitive relationships diplomatically whilst influencing and negotiating business change • Knowledge and experience of business change tools and techniques • Be from the relevant business area in order to demonstrate detailed knowledge of the business environment and have direct business experience • Have ongoing operational responsibilities within their business area in order to enable changes resulting from the programme to be firmly embedded in the organisation • Have the confidence of senior managers from the area to be changed • Have management skills to coordinate people from different disciplines and with differing viewpoints within the business • Have change management skills and enough experience to be able to bring order to complex situations and maintain focus on the programme's objectives • Have negotiating and interpersonal skills
Technical requirements	<ul style="list-style-type: none"> • Recognised project management qualifications or equivalent experience e.g. PRINCE2, APM, MSP • Knowledge or experience working in a project or programme environment • Understand the management structures and culture of the business area • Awareness/understanding of process analysis, benefits identification and business continuity
Ability	

Minimum Eligibility	<ul style="list-style-type: none"> • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
Hours of Work (Unsocial Hours) Allowances	

Success Profile

Behaviours	Strengths N.B. it is advised strengths are chosen locally, recommended 4-8	Ability	Experience N.B. Converting job descriptions to the new Success Profile format means areas captured in experience could also be assessed as a strength. Vacancy managers should use their own judgement to decide where best to assess these	Technical
Seeing the Big Picture			Leading on and identifying the business change requirements across the project	Recognised project management qualifications or equivalent experience e.g. PRINCE2, APM, MSP
Making Effective Decisions			Experience of handling sensitive relationships diplomatically whilst influencing and negotiating business change	Knowledge or experience working in a project or programme environment
Delivering at Pace			Knowledge and experience of business change tools and techniques	Understand the management structures and culture of the business area
Working Together			Be from the relevant business area in order to demonstrate detailed knowledge of the business environment and have direct business experience	Awareness/understanding of process analysis, benefits identification and business continuity
			Have ongoing operational responsibilities within their business area in order to enable changes resulting from the programme to be firmly embedded in the organisation	
			Have the confidence of senior managers from the area to be changed	
			Have management skills to coordinate people from different disciplines and with differing view points within the business	
			Have change management skills and enough experience to be able to bring order to complex situations and maintain focus on the programme's objectives	
			Have negotiating and interpersonal skills	