

## Role Profile – Head of Business Change

**Purpose:** Responsible for the delivery of all programmes and project activity and major cross functional change initiatives to support the Society's strategic objectives, ensuring the effective delivery of all projects and programmes to time, cost and quality metrics. Effectively support the Change Portfolio Committee and business in the successful prioritisation, planning, management and administration of the Change Portfolio. Leadership of the Business Change team and PMO function in line with the department's principles of Professionalism, Collaboration and Integrity.

### The post holder will:

- Lead and develop the Business Change team and PMO function
- Own the Business Change governance framework, processes and principles
- Provide input to and oversight of project, programmes and portfolio risk for the Change Portfolio Committee.
- Own the overall view of business change resource (including IT).
- Co-ordinate the consistent and timely reporting on all projects and programmes

### Key Result Areas

- Successfully lead the delivery of the Change Portfolio and wider business change agenda
- Lead an effective, high performing Business Change team and PMO
- Drive the application of the business change governance framework, including processes, templates and tools
- Ensure visibility of business resource constraints, dependencies and key events that impact successful change delivery
- Effectively report and communicate progress across projects, programmes and the Portfolio to the Society Executive.
- Oversee all significant Business Change communications to the business and stakeholders in order that change is effectively planned & received
- Ensure the creation of a business change "knowledge base", optimising relevant expertise and experience within the team and business, the use of effective lessons learned exercises and the application of the continuous improvement cycle
- Promote business change across the business, ensuring a coherent and consistent approach, identifying training needs and the adoption of best practice
- Promote effective and supportive relationships with Benenden Hospital, providing project management assistance if required.

### Measurement

Build effective relationships with all stakeholders

Overall team performance is successful and non – performance addressed

Adherence across the business to the Business Change governance framework

Delivery of project and programme deliverables within agreed timescales and budgets.

Performance will be measured against the specific objectives and targets and "Values-led" behaviours as identified and agreed within the Performance & Development Review (PDR) process.

### Skills and Experience

Educated to degree level or equivalent. Project/Programme Management and/or certification in project support office are desirable

Extensive experience of leading a Business Change team and PMO function

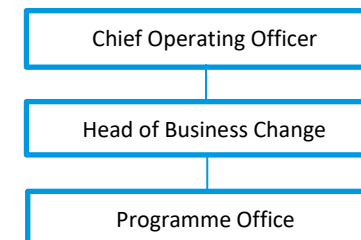
Track record in delivering project portfolios using structured methodologies across IT and the business to the agreed time, cost and quality parameters.

Highly efficient in resource and capacity planning.

Demonstrable experience of working with Agile and Waterfall methodologies across the full Project lifecycle.

Influencing internal and external stakeholders to Executive level, including the negotiating of agreeable and practical resolutions of conflicts

### Reporting Lines



### Values

- **Be Caring**
- We know what we do matters
- We're proud and enjoy what we do
- We promote a culture of care, respect, compassion and wellbeing
- We protect the mutual ethos
- **Be Connected**
- We collaborate and share across teams, departments and the business
- We listen to understand each other and our members' needs
- We support one another by having open and honest conversations
- We recognise that we're stronger together
- **Be Brave**
- We embrace change
- We challenge and ask 'why' as well as 'why not'
- We always want to learn
- We are not afraid of trying new concepts and ideas
- **Be Smart**
- We approach problems with a solution mind-set
- We actively seek to improve and be better and we learn from our mistakes
- We spend members money wisely
- We're invested in the future of our business