

Job Description

Job title	Change Project Officer
Reports to	Change Programme Manager
Location	Flexible with Smart Working
Direct reports	N/A
Payband	Pay band 2

Job description

Job Purpose

The Change Project Officer is a pivotal role in the delivery of the Change Programme and project portfolio, working alongside a range of stakeholders you will support the central change team and project managers in the coordination of actions and activities. The role is diverse and includes the administration and coordination of plans, engaging and communicating with stakeholders, monitoring and reporting, undertaking data analysis and supporting key events and governance meetings.

By establishing a change management function at Audit Wales our aim is to make sure that people are put at the heart of change, you will proactively contribute to this by supporting the development services, processes, support and guidance to develop and embed a consistent approach to managing change at Audit Wales.

This is a key role in managing and supporting the administrative function of the change team and providing a high level of service, while ensuring that the delivery reflects the GREAT values and behaviours of Audit Wales.

Key Results Areas

- Supporting the change programme and portfolio to deliver a variety of project and change management related deliverables, activities and events.
- Building successful relationships with stakeholders at all levels across Audit Wales to deliver and champion new ways of delivering change.
- Programme and project support tasks and activities are delivered to agreed standards, within agreed timescales, while ensuring that delivery reflects the values and behaviours of Audit Wales.
- Demonstrate excellent organisational skills and ability to prioritise workload, work flexibly and manage own time effectively to meet competing demand and deadlines.

Main Duties

- Provide effective management support to the change programme team and assist Project Managers with the delivery of work-streams on portfolio projects and change initiatives.
- Support the change programme team in the development, adoption and adherence to a common set of practices, principles and templates for managing projects and change across Audit Wales.
- Act as the primary point of contact for the change portfolio maintaining an up-to-date record of approved projects and work with stakeholders to develop new ideas for change. Plan and monitor progress towards key governance milestones and work with project leads and other stakeholders to capture and analyse project data (plans, schedule, risk, budget etc.) using this insight to prepare status and performance reports for portfolio governance.
- Support the development and implementation of our communication and engagement strategies and plans, developing effective working relationships with a wide range of stakeholders and ensuring that their interests are identified and reflected in our service and change management approach.
- Provide advice and guidance to colleagues on a range of project and change management issues, signposting the Audit Wales change framework and toolkit; and taking a proactive approach to continually improving our processes, practice, tools and templates for change.
- Provide administrative support to the team, including taking responsibility for organising and attending key meetings and events; assisting at these with the collation and timely provision of meeting inputs, accurate capture of minutes and outcomes, providing follow up on resulting action points.
- Provide administrative support to the management of change programme and portfolio level risks and issues.
- Ensure that change programme and portfolio documentation is kept up to date and accessible using SharePoint and Microsoft Teams to facilitate collaboration and information sharing.
- Support the change team in the co-ordination, development and delivery of learning sessions and activities to raise colleague's knowledge and understanding of project and change management.

General

Our Values and behaviours

Our values and behaviours define the way we work and how we work together to achieve our goals. All our people are fully committed to demonstrating our values and behaviours, so we can work effectively with each other and make good decisions. They help us be the best we can be and ensures that we've got the right skills and experiences in the right place. Our values and behaviours are designed by staff to help increase the diversity of our workforce, and developing a coaching culture to ensure thriving conditions for organisational success. We ask that the successful applicant contributes fully to nurture a positive culture and to help us grow by living our values and behaviours.

Confidentiality and Information Security

The post holder must, at all times, be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users. The post holder must treat all information, whether corporate or client, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 2018, UK GDPR and organisational policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under current statutory legislation (Data Protection Act) and Audit Wales Disciplinary Policy.

Equality

General

The Public Sector Equality Duty in Wales places a positive duty on public bodies to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. Audit Wales is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

Health and Safety

All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management; Health and Safety; and associate policies.

Security Checks

All employees are subject to baseline security checks as part of their pre-employment check. These checks include proof of identity and qualifications. In addition, all staff in qualifying roles are subject to security vetting arrangements to CTC (counter terrorist check) security level.

Dignity at Work

The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect without bias. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the Audit Wales Dignity at Work policy.

Welsh Language

We value the importance of the Welsh language in our work and aim to provide a bilingual service to everyone who wants to use it. We would therefore like to especially encourage applications from individuals that have Welsh language skills to help us meet this aim.

All job descriptions will detail whether the ability to speak Welsh is an essential or desirable requirement. If successful and you do not currently have Welsh language skills, we can support you in learning Welsh if you wish.

Person Specification

Requirement	Essential or Desirable
1. Qualifications	
1.1 Educated to A-Level or equivalent with relevant experience in projects and change management	Essential
1.2 A recognised project or change management qualification (APM, PROSCII or similar), or demonstrates an awareness of various methodologies.	Desirable
2. Skills and abilities	
2.1 Excellent organisational skills, and ability to prioritise workload, work flexibly and manage own and others' time effectively to meet agreed deadlines.	Essential
2.2 Excellent interpersonal skills and ability to develop and maintain positive and professional working relationships.	Essential

2.3 Excellent communication skills with the ability to communicate technical or complex information succinctly and effectively to a range of audiences and through a range of different media.	Essential
2.4 Well-developed IT skills in using web-based packages and Microsoft Office products to a high standard including spreadsheets, process mapping, preparation of presentations and surveys. Collaborative working in MS Teams and documentation management in SharePoint alongside an understanding of PowerBI would be highly desirable.	Essential
2.5 Analytical thinking with the ability to seek out, analyse and interpret information from a wide variety of sources, producing meaningful and accurate reports; excellent attention to detail	Essential
2.6 Understanding of various project management frameworks and methodologies	Desirable
3 Experience	
3.1 Experience of working on projects or change initiatives in a supportive capacity, demonstrating an understanding of project coordination / administration	Desirable
3.2 Experience of writing high quality reports, presentations and other documents, such as communication plans and highlight reports.	Essential
3.3 Effective meeting support – preparing and distributing documents, taking minutes and typing up meeting outputs as necessary.	Essential
3.4 Working in collaboration with diverse sets of stakeholders to deliver successful outcomes.	Essential
4 Personal Attributes	
4.1 Works independently with minimal supervision and works at pace to ensure tasks are completed on time and to the required quality standards.	Essential
4.2 Uses sound judgement and initiative to resolve any unexpected problems with administrative or project support arrangements swiftly and successfully, alerting the change programme manager or project manager to any problems in good time.	Essential
4.3 Highly motivated to deliver results and 'go the extra mile' to meet deadlines.	Essential
4.4 Acts as an advocate for project and change management excellence, taking a proactive approach to their self-development and learning.	Essential
5 General	
5.1 Self-aware and a role model for Audit Wales Values and Behaviours	Essential
5.2 Flexible, willing to adapt to changing circumstances and deal with ambiguity.	Essential
5.3 An awareness and a commitment to equality and diversity.	Essential
5.4 An awareness and commitment to the arrangements for health and safety.	Essential

Welsh Language Skills**Essential**

Greet others over the phone or in person with a simple Welsh greeting and sensitively forward a call to a Welsh speaker when appropriate

Use translation software to get the grasp of simple correspondence with understanding of its limited capability

Update documents and correspondence with Welsh dates and other generic terms

Desirable

Listen to Welsh medium meetings, discussions and phone calls on simple matters, but contribute in English for more technical and complex matters.

Read Welsh medium news articles, short reports and social media to develop knowledge in a field

Write simple correspondence and social media content in Welsh with the assistance of Welsh spelling and grammar check.