

Job Description

Job title	Project Manager (Change Programme)
Reports to	Change Programme Manager
Location	Cardiff or Swansea with smarter working options.
Direct reports	Supervise the team Apprentice
Payband	4
Security Level	BPSS

Job description
Job Purpose
Your principal aim will be to make sure that people are put at the heart of change, that we involve our staff and stakeholders in our plans, assess any likely impact on them and the business and engage them in the change process in a way that helps us make sure that projects are successful and change sticks. This role is about embedding change and project management excellence, both through the projects that you will directly manage and the Audit Wales Change Programme that you will influence. You will need to be confident in your change and project management capability, work well with people, and have the skills to engage, influence and support your colleagues and senior managers.
Main Duties
<p>Supporting change</p> <ul style="list-style-type: none"> • Work closely with colleagues (e.g. Good Practice Team, HR, Comms) to help develop and embed an agreed change management approach and toolkit and promote its use. • Work collaboratively to define mechanisms and report on performance across the Audit Wales change portfolio including change readiness, transition, benefits realisation, and assurance. • Support the design and delivery of a learning and development programme to build change management capability within the Audit Wales. Provide coaching and mentoring to support Audit Wales services in the planning, preparation and roll-out of changes. • Support the strategic planning of projects and programmes to ensure that there is a coherent, co-ordinated portfolio of projects and change that will deliver the strategic objectives of Audit Wales. Identifying and managing dependencies and the interfaces between initiatives and managing the collective impact on Audit Wales and its staff. • Work with the Change Programme Manager and other colleagues to develop excellent business cases for projects, creating the case for change and carrying out business readiness assessments. Ensure an appropriate benefits realisation strategy is put in place and monitor the longer-term delivery of benefits against the agreed business case. • Act as a subject matter expert for project and change management, developing people, processes and the culture necessary to establish Audit Wales as a centre of change management excellence. <p>Supporting project delivery</p>

Job description

- Project manage the delivery of one or more specific projects throughout the full lifecycle from idea to benefits realisation to ensure the successful delivery of business objectives and benefits.
- Working in collaboration with the relevant Audit Wales services, develop and implement high quality project plans, schedules and budgets to ensure the successful delivery of project outcomes within time cost and quality constraints.
- Carry out change impact assessments (and liaise with colleagues to complete equality impact assessments), identifying and implementing strategies to manage resistance and develop transition plans to successfully embed changes into business as usual operations.
- Identify, monitor and manage risks and issues within projects and escalate as appropriate. Work with the projects' Senior Responsible Owners to develop and implement mitigating actions.
- Define and implement effective project governance and controls. Provide regular reporting to relevant project and programme boards, highlighting performance against plan and budget, including early warnings of any deviation against these and appropriate strategies to recover.
- Lead stakeholder mapping and engagement to ensure that stakeholder interests are identified and addressed. Develop and implement excellent change communication strategies and plans, deliver presentations and workshops to key stakeholders.
- Be pro-active, flexible and innovative in the approach to developing and delivering projects, appreciating the working environment, needs and culture of Audit Wales.
- Work effectively with cross-functional teams, encouraging collaboration and providing mentoring and support to less experienced colleagues to help embed a project and change management culture across Audit Wales.

Key Results Areas

- Provide first class change and project management expertise to help create a culture of change management excellence. Influencing others' thinking about change, helping to increase their confidence and shape their approach and attitude.
- Delivering the activities required to embed change, and to help ensure that changes are joined-up, fully understood and adopted to ensure benefits are fully realised.
- Directly support individual projects to achieve success in terms of time, cost and quality, taking account of the people impact of change to deliver lasting organisational improvements.
- Deliver highly-effective engagement processes by, working with others to anticipate and capture the impacts and planned benefits of changes, and ensure that they are understood and appropriately managed – giving practical consideration to capacity scheduling, and business readiness implications.

General

Our Values and behaviours

Our values and behaviours define the way we work and how we work together to achieve our goals. They aren't just a poster on the wall - we are all expected to be 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 are designed by staff to help increase the diversity of our workforce, particularly at the more senior levels, and developing a coaching culture to ensure thriving conditions for organisational success. We expect successful applicants to contribute 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 always 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

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 of 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

Skills and abilities	Essential or Desirable
1.1 Significant experience of working within and delivering large scale, complex projects or organisational change.	Essential
1.2 Proven technical and professionally backed competence in project management techniques and experience of planning and delivering significant change projects.	Essential
1.3 Exceptional communication and engagement skills – both written and verbal – including crafting compelling change narratives and cases.	Essential
1.4 Ability to establish and maintain strong relationships built on trust to constructively challenge and influence others and move toward a common vision or goal.	Essential
1.5 Ability to effectively facilitate workshops and meetings with colleagues and senior managers to ensure successful delivery of outcomes.	Essential
Behaviours Specific to the Post: These are the specific competencies that you will be expected to demonstrate in this role.	
2.1 Energetic - Demonstrate a personal commitment to delivering and selling change, including being prepared to challenge and be challenged. Work across service areas to build, inspire and motivate an effective project team.	Essential
2.2 Respect and Trust - Create an environment where people willingly work together to achieve team goals and use resources to best effect in delivering outcomes.	Essential
2.3 Excellent intellectual and analytical capability: See the big picture and make connections between different issues in light of business and political priorities, identifying and considering a range of options to resolve an issue.	Essential
2.4 Genuine - Develop effective relationships with customers or service users to identify their needs, balance competing requirements and deliver workable solutions. Take individual responsibility for your own work plan, with the ability to work proactively, prioritise resources to deliver to time, agreed quality standards and in areas of greatest impact.	Essential
2.5 Adaptable - Ability to develop, manage and coach less experienced professionals. Promote innovative methods of engagement with the change programme.	Essential
Desirable criteria The following qualities are not essential for this post but have been deemed as desirable. These will only be considered in the event of two (or more) candidates acquiring the same score at either application or interview stage.	

3.1 To hold one or more of the following recognised project or change management qualifications <ul style="list-style-type: none"> • APM Project Management Qualification (PMQ) • Prince 2 Practitioner • APMG Change Management Practitioner • PROSCI Change Management Certification. 	Desirable
3.2 Experience of delivering digital transformation projects in either public or private sector.	Desirable
3.3 Experience of successfully applying an Agile or Lean mindset and approach to the development and delivery of change.	Desirable

Welsh Language Skills		
Skill area	Essential	Desirable
Speaking & Listening	Greet others over the phone or in person with a simple Welsh greeting and sensitively forward a call to a Welsh speaker when appropriate	Attend Welsh medium meetings and discussions and confidently contribute in Welsh
Reading	Use translation software to get the grasp of simple correspondence with understanding of its limited capability	Understand reports, correspondence and survey responses and take out key messages
Writing	Update documents and correspondence with Welsh dates and other generic terms	Write reports and complex correspondence in Welsh with the assistance of Welsh spelling and grammar check