



Programme & Change Co-ordinator

Reports to: Programme and Change Manager

As an ambitious organisation, we have lots of projects and continuous improvement activity to deliver. Central to the success of that activity is team work and coordination, so in this role we're looking for someone that will thrive in our creative culture and can manage complex and sometimes conflicting priorities to play their part in achieving something really exciting.

You will work with and orchestrate colleagues around you, all of which are looking to make our business and our customer's lives better. It will be your responsibility to help us navigate the change process, allocating and re-allocating resources as required to deliver on time and to budget.

You will work with and provide update reports to many different people, including our Senior and Executive Management teams who lead and sponsor projects. It will be your role to juggle the needs and priorities of the business to return the greatest benefit. To do that, you will need gravitas, confidence and razor-sharp prioritisation skills, but you will also need patience, professionalism and a natural curiosity.

What we need you to do:

- Work closely with the Programme & Change Manager to identify how you can best support individual projects and change initiatives
- Work with other Stem Leaders to make sure requests for work within the Pod have been correctly scoped, identifying the time and resource required to deliver positive outcomes
- Work in a structured but flexible way to prioritise work requests for the team, adding to work queues while always considering the bigger picture so that we don't just work hard, but we work smart
- Co-ordinate and monitor activity against various work plans to see that tasks are on track and you provide updates to various stakeholders
- Have a can-do attitude and a natural desire to help facilitate positive change, proactively taking responsibility for tasks where needed, to help drive change forward
- Communicate clearly and tactfully at different levels, both verbally and in writing; persuading others of the benefits of change while also being able to set and manage expectations when aspirations are high
- Make sure our customers inspire and influence the design, delivery and outcome of everything we do
- Make sure our vision, mission and values influence every aspect of our business
- Build great relationships across the business

What you will be responsible for:

- Collecting data and preparing papers for Programme Board and team meetings
- Supporting Programme Board, project and user experience meetings so that we produce accurate minutes and recorded actions



- Helping to complete a range of reports and project plans so that data is captured, key actions are completed and you support colleagues to deliver project completions and successful change control processes
- Planning and organising meetings, activities and programmes of work
- Co-ordinating training, user acceptance testing and user experience focus groups – we want change to be warmly handed over from project activity to user experience and throughout the business where required
- Updating our 'Legal Resources Library' and 'Legal Advice Matrix', so that we capture all legal advice and maintain a data protection compliant library to support staff when they need it
- Understanding the demands on teams and pro-actively identifying where you can provide support in co-ordinating or carrying out key activities
- Managing project folders and change control records – you will be a master at making sure these are kept in good, auditable order
- Supporting the Pod with data entry into systems such as our GIS database or WOW Microsoft Dynamics CRM, adding key information as required
- Raising purchase orders and confirming receipt of products and services commissioned from within the Pod on our finance system, as required
- Updating areas of our intranet, website and other communications platforms, so that stakeholders are aware of the latest information from within the Pod
- Keeping the Programme & Change Manager updated on key risks and issues - this will make sure we manage operational and strategic risks
- Any additional or ad-hoc tasks as required to successfully co-ordinate the Pod and support the group

What our teams will see in you:

- Someone with tenacity who can provide the positive spark when needed in a meeting to inspire and motivate others to achieve outcomes
- A flexible, confident, persuasive and dynamic communicator
- An organiser who can prioritise, meet deadlines and manage expectations
- Someone who takes responsibility for tasks to ensure change maintains momentum
- A person who leads by example and personally demonstrates our organisational values and behaviours
- Someone that they can go to for guidance – a critical friend and supportive pair of hands to help deliver on time and to budget
- A passionate and committed colleague and team player who is an asset to any group they work with
- Someone who will prioritise, plan and balance short, medium and long term workloads and communicate this effectively to colleagues

As a person, you will:

- Have excellent verbal communication skills and be able to produce written communication to a high standard in line with our values and style
- Be our co-ordinator extraordinaire – through you, our teams will know what they should be doing and when they should be doing it
- Excel at engaging and motivating colleagues to ensure they are committed to delivering positive change

Partnership • Respect • Pride • Creativity
Realising the potential in our communities



- Be able to demonstrate initiative and be as comfortable working on your own as you are being part of a team
- See solutions, not just problems – never comfortable to settle for ‘how we’ve always done it’ until you know it’s the ‘best’ way to do it
- Be a creative ‘out of the box’ thinker who looks at new ways we can approach things with a sense of curiosity to always want to know the ‘why’
- Have a sense of energy about you that people can feed off
- Have an enthusiasm and desire to build your skills, knowledge and develop in your own career
- Be a natural with a wide range of IT office systems including Microsoft packages, finding it easy to pick up new things quickly
- Be full of pride and see it as your mission to continuously build your knowledge and skills to maximise the support you can offer others