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|  | Job Title**Change and Business Improvement Manager**Post Number**: HSE/T4032** | Health and Safety Executive |
| Location: **Nationwide, with regular travel to national locations, including Bootle Headquarters** | Grade: Band 2 |
| Reports to: **Head of Change and Business Improvement** | Job Family: Change & Business Improvement |
| The Health and Safety Executive (HSE) is the independent regulator for work-related health and safety. Our purpose is to protect people and the environment – we save lives and we are highly regarded both nationally and internationally. The benefits that our work brings to business, workers and the UK economy are clear. Improved health and safety risk management protects workers and translates into reduced sickness absence, lower healthcare and welfare costs, and better productivity. **Overall Purpose**The Change and Business Improvement Manager plays a key role in defining, building and implementing our ambitious roadmap of digital and business transformation, focusing on operational and regulatory effectiveness and efficiency whilst improving the user experience. The Change and Business Improvement Manager is responsible, at a project/programme level, for articulating business requirements and priorities for transformation, assessing business readiness, designing new operating models, driving business adoption and providing specialist change management support to HSE’s operations. This is an exciting opportunity to help us lead, drive and deliver significant change across HSE, driven by a new strategy and a number of new and challenging transformation programmes.  |
| **Key Responsibilities**1. Collaborate with our operational teams, policy colleagues, digital programmes, customer insight, and technology to deliver new ways of working, services and functions, which are efficient, effective and user focussed.
2. Understand and document the baseline and current state of services and functions, define the `to be` state including TOM, service design, organisational design, business processes, information flows, operational framework and performance metrics.
3. Ensure that services, processes, systems and future operating models are designed to meet the needs of users, deliver against regulatory requirements, support efficiencies and deliver against HSE’s strategic priorities and objectives.
4. Lead the implementation of new operating models into live service, ensuring ongoing process compliance and control, including the optimisation of future state operations through the design and implementation of operational frameworks
5. Build and manage productive and effective relationships with senior stakeholders, including Executive Committee members.
6. Lead the production of business analytics, including performance and productivity baselines, demand analysis, impact and feasibility analysis, scenario modeling, activity based cost models and benefits tracking.
7. Act as a Change Leader across HSE, driving awareness and understanding of change management, approaches and tools at all levels.
8. Work with our Programme Management Office to develop comprehensive business cases for change.
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| 1. Lead, line manage, mentor, coach and develop our team of business analysts.
2. Support the development and communication of change and business improvement principles, guidelines and best practice throughout HSE to build knowledge and optimise service delivery.

**Experience - essential** * Experience of leading business transformation activity that balances exceptional delivery for users, with the needs of operations and the business.
* Experience of leading change and driving change awareness within a complex and geographically dispersed organisation.
* A solid track record of delivering service/performance improvements, efficiencies and enhanced user experience.
* Solid experience of the principles of operational excellence and how to ensure new services and ways of working are successfully implemented and embedded.
* Experience of coaching and mentoring junior team members as part of driving consistency of standards and outputs.
* Experience of developing business cases.

**Experience – desirable*** Experience of working with data structures and an understanding of data mapping and data architecture.
* Experience of delivering large scale transformation programmes, ideally within a Central Government environment, to GDS standards.
* Experience of working within a regulatory or similarly complex environment.
* Experience of managing service delivery in an operational/transactional environment.
* Experience of developing business cases to Green Book standards and managing funding bids within government.

**Skills** * **Agile working**. You know how to coach and lead teams in Agile and Lean practices, determining the right approach for the team to take and evaluating this through the life of a project. You can think of new and innovative ways of working to achieve the right outcomes. You are able to act as a recognised expert and advocate for the approaches, continuously reflecting and challenging the team. (Relevant skill level: expert)
* **Business analysis**. You know how to direct business analysis including the discovery of information and evidence and the identification of problems and opportunities. You can ensure that recommendations fit with strategic business objectives. You are able to actively manage senior stakeholders and create a compelling case for change. You can own methods and identify the most suitable approach out of a variety of approaches. (Relevant skill level: expert)
* **Business improvement process**. You know how to set strategic direction. You can liaise with colleagues in business areas to establish business requirements. You can identify, propose, initiate and lead these programmes to increase efficiency. (Relevant skill level: expert)
* **Business modelling**. You can advise on the most appropriate techniques to use and create models that support a business strategy. You know how to plan and coordinate a team’s modelling and support them in this activity. (Relevant skill level: expert)
* **Business process and operational readiness testing**. You can be accountable for the integrity of testing and acceptance activities and acceptance into live operations; you can coordinate the execution of these activities. You know how to manage client relationships with respect to testing and operational delivery matters. (Relevant skill level: expert)
* **Digital perspective**. You know about the wider digital economy and advances in technology; you understand how these impact on a government context. You can make decisions that set the standards for others to follow. You understand working using agile methodology at an organisational level. You know how to create an environment for success. (Relevant skill level: expert)
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| * **Enterprise and business architecture**. You can contribute to the creation and maintenance of the target operating model and identify the impact on operational service. (Relevant skill level: practitioner)
* **Innovation**. You can lead others to innovate in their work as well as enabling them to innovate on their own.. (Relevant skill level: practitioner)
* **Methods and tools**. You can provide the direction for teams in using the most appropriate tools and methodologies and introduce new ones. (Relevant skill level: expert)
* **Requirements definition and management**. You set the methods and standards for eliciting requirements, defining standards and quality targets. You know how to set priorities for strategic business change. You can define standards and targets and engage stakeholders, managing multiple stakeholder perspectives and expectations. (Relevant skill level: expert)
* **Stakeholder relationship management**. You know how to direct the strategic approach for stakeholder relationships, establishing and promoting the meeting of stakeholder objectives. You can influence important senior stakeholders and provide an arbitration function. (Relevant skill level: expert)
* **Testing (business analysis)**. You can define test condition requirements. You know how to work according to test plans to design, interpret and execute them. You can highlight reports and risks and analyse results based on tests and activities. (Relevant skill level: practitioner)
* **User focus**. You know how to give direction on which tools or methods to use. You are experienced in meeting the needs of users across a variety of channels. You can bring insight and expertise in how user needs have changed over time to ensure these are met by the business. You know how to apply strategic thinking in how to provide the best service for the end user. (Relevant skill level: expert)
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| **Proposed Sift Dates:** W/C 16 Aug **Proposed Interview Dates:** Within a week of sift  |
| **Proposed Start Date:** W/C 23 Sep **Proposed End Date:** Mar 22 |
| **Proposed Line Manager** **Proposed Line Managers Employee Number** **Proposed Time Sheet Authoriser** **2nd Time Sheet Authoriser TBD** |