

SINGLE CORPORATE SERVICES

Digital

Job title:	Business Change Facilitator	<i>To be completed by HR</i> <i>Job Reference Number</i>
Reporting to:	Business Change Analyst	
Accountable to:	Project Officer Manager	
Pay Band:	B5	

As part of the Single Corporate Service, this role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

The intention for the existing primary work locations to remain unchanged as there is no desire to change base locations unnecessarily. However, as the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel from time to time. The staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job purpose

Supporting the Change Manager and working with the project manager and key stakeholders in the provision and delivery of change activities and work plans for projects within the ICT transformation programme.

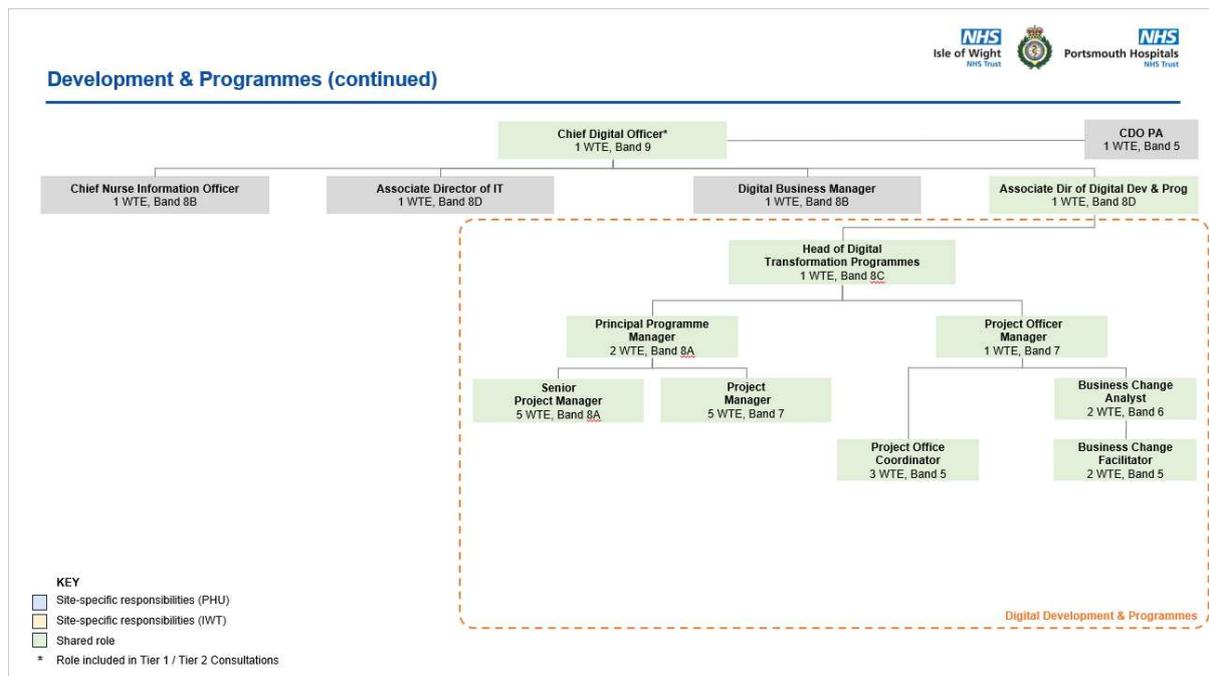
The change management team will be instrumental in identifying and delivering benefits to ensure efficient and effective delivery of results that contribute to achieving organisational objectives.

Job summary

- Assist the Change Management Team and Service Leads in reviewing and capturing current working practices (current State) and proposing and implementing future ways of working (future state – as required).
- Support with identifying emergent benefits when working through current processes with service leads.
- Capacity to provide support to the Change Management Team and Service Leads to embed process changes within the business and deliver requirements against the agreed project plans and timelines.
- Capacity to provide support and guidance to operational and clinical teams to ensure they have clarity regards the transformation programme plans and timescales.
- Escalate to Change Manager when clinical priorities are conflicted against project delivery or potential problem areas are identified
- Focus on identifying any areas of risk within project delivery and highlighting to Change Manager and Project Managers
- To provide support with data collection and collation to the Change Manager enabling them to provide governance and assurance to programme and project boards.

- Provide support and guidance on current / new clinical systems to users at all levels of the organisation.
- Be competent in developing and maintaining their own strong communication links between all stakeholders and the project team.
- To support the Change Manager in the design and delivery of relevant communications engagements such as training programs, setting up and holding workshops, visiting work places, meeting staff and user groups.
- Encourage and motivate stakeholders and all users to embrace change and understand potential benefits of proposed business change.

Organisational Chart



Specific Core Functions

- Assist the Change Management Team and Service Leads in reviewing and capturing current working practices (current State) and proposing and implementing future ways of working (future state – as required).

- Support with identifying emergent benefits when working through current processes with service leads.
- Capacity to provide support to the Change Management Team and Service Leads to embed process changes within the business and deliver requirements against the agreed project plans and timelines.

Key Responsibilities

Communication and Working Relationships

- This role is essential to supporting effective communication from the Change Management Team out to all users affected by the business changes, new processes, systems and technology. Assuring staff of the importance of the relevant clinical system and communicate the project aims from a change perspective to stakeholders.
- Use effective, developed communication skills to motivate Trust staff through the delivery of the project and gain co-operation around change and procedures. Skillful negotiation and persuasive talents are a requirement of this role to gain trust and engagement.
- Facilitate meetings and workshops to gather or disseminate information. This may involve change techniques such as process mapping and benefits identification.
- Communicate any risks/issues to the Change Manager/Project Team as appropriate.
- Attendance at appropriate meetings to deliver clear updates regards the project
- Providing and receiving complex and contentious information

Analytical and Judgement

- Identify through process mapping, any risks/issues to existing processes and highlight to the Change Manager.
- Support the Change Manager in the collation of data.
- Identify and support the management of anticipated resistance
- Use judgement to analyse and compare options on a range of facts and situations

Planning and organising

- This role will require excellent organisational skills to ensure that the planning and organisation of change management activities form part of and are aligned with the overall Project Plan.
- It will involve supporting in delivering the plan and delivery of complex work packages to support the necessary changes required in the organisation.
- It will be necessary to plan and organise meetings and assist in presentations from the Change Management Team to ensure full communication and engagement with stakeholder. This is likely to be challenging when presented with tight delivery dates.
- It will also be necessary to organise a range of tasks and work packages and meetings to resolve risks and issues which may lead to the adjustment of plans.

Physical Skills

- The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy – such as advanced keyboard use

Patient Client Care

- Contact with patients will be incidental

Policy and Service Development

- This role will assist in the development and implementation of application policies, procedures, and standards.
- The postholder will be required to contribute to Trust Policies relating to Information Governance, Operational Policies Information Policies where service changes are anticipated.

Financial Management

- Responsible for the safe use of personally issued equipment and resources

Management/Leadership

- This role will provide advice and guidance to staff within the project and deal with users in a competent, compassionate and professional way during potentially stressful changes to business.
- This role will work closely alongside the Project Managers, Subject Matter Experts and the wider project team.
- Responsible for teaching/training and undertaking workplace assessments

Information Resources

- Be a confident and capable user of Microsoft packages to regularly produce relevant reports.
- Good understanding of relevant Trust systems. meet the specifications of others
- Responsible for using a variety of computer systems to create reports.

Research and development

- This role will be expected to undertake surveys/audits relating to benefits identification

Freedom to Act

- This role will be required to work within clearly defined policies/protocols. The role requires will be under direct supervision of the Change Manager but workload will be managed depending on priorities at any point in time. This role will be expected to interpret current policies and where necessary advise on adjustments, in order to implement required changes.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.
- Occasional exposure to distressing or emotional circumstances, or frequent indirect exposure to distressing or emotional circumstances, or occasional indirect exposure to highly distressing or highly emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
Qualifications	<ul style="list-style-type: none"> • Degree or equivalent experience • GCSE C or above in English and Maths. • Understanding of operational administrative and clinical processes and procedures across relevant service areas gained from experience in a clinical or operational management role. 	<ul style="list-style-type: none"> • Change management certification or designation desired 	Application and Interview
Experience	<ul style="list-style-type: none"> • Exceptional communication skills, both written and verbal • Excellent active listening skills • Ability to clearly articulate messages to a variety of audiences • Ability to establish and maintain strong relationships • Ability to influence others and move toward a common vision or goal • Flexible and adaptable; able to work in ambiguous situations • Forward looking with a holistic approach • Organized with a natural inclination for planning strategy and tactics • Problem solving and root cause identification skills • Able to work effectively at all levels in an organization • Must be a team player and able to work collaboratively with and through others 	<ul style="list-style-type: none"> • A solid understanding of how people go through a change and the change process • Experience and knowledge of change management principles, methodologies and tools <p>Familiarity with project management approaches, tools and phases of the project lifecycle</p>	Application and Interview
Knowledge	<ul style="list-style-type: none"> • Ability to clearly articulate messages to a variety of audiences 		Application and Interview

	<ul style="list-style-type: none"> • Ability to establish and maintain strong relationships • Ability to influence others and move toward a common vision or goal • Flexible and adaptable; able to work in ambiguous situations • Forward looking with a holistic approach • Organized with a natural inclination for planning strategy and tactics • Problem solving and root cause identification skills • Able to work effectively at all levels in an organization 		
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Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.

- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves.
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.