

Role Purpose

This role exists to provide holistic end to end support for systems changes to regions, supporting the development and delivery of the best systems which support care delivery, driving organisational care system capability, and enabling the best life possible for the people we support through the effective management of change and optimisation of care systems technologies.

Key Accountabilities

Business Development and External Relations

- To manage the charity’s relationship with a defined care system provider to deliver in line the care system roadmap, through regular two-way communication, developing and maintaining a positive relationship, ensuring the provider meets the terms of the contract and delivers a high-quality service and the quick resolution of any concerns or complaints.

Transformation

- To lead the regional delivery of the digital systems change programme, supporting colleagues to understand their roles and responsibilities required for each system, leading multiple changes concurrently, spotting clashes, dependencies, and escalating risks to ensure the success of the change.
- To support the embedding of all care systems changes within the region through influencing system development and end user ways of working, identifying changes in operating procedures or training requirements to ensure that systems are effective, efficient, and best meet operational needs.
- To support the Senior Care Systems Manager in the development of an overarching roadmap for Care Systems delivery and deployment across the organisation, providing regional operational input, feedback, and insights to ensure the systems change programmes effectively manage and deliver systems changes well, to maximise success
- To work with Project Management Office (PMO) to successfully mobilise new systems in each area, ensuring adherence to organisational project management methodology and governance procedures, supporting the adoption and embedding of these in region to ensure consistency of approach, and compliance with change control and governance practices.

Systems

- To support the charity to optimise the systems which support care delivery. Identify opportunities for improvement through development, innovation, or training, so the charity proactively manages risk and has the tools and systems to deliver best in sector support.

People

- To lead people through change well, ensuring regional readiness and capacity, that colleagues are prepared, have the right tools and support to adopt the change, have access to ongoing support and two-way communication to embed the change in to their ways of working.
- To lead organisational systems change by seeking to identify and support any required cultural changes which will then enable system changes, to ensure that systems changes consider the holistic needs of the organisation, users, and people we support to deliver effective and successful change.
- To drive organisational systems capability through the understanding of user needs, identification of skills and capabilities gaps, and supporting the development and delivery of initiatives which build capability effectively.

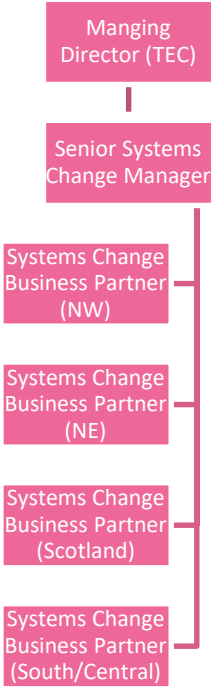
Quality and Compliance

- To lead the delivery of the digital systems vision, ensuring systems are developed that meet the needs of services and the people we support, to enable the best possible care and support which meets all personal goals, and legal, regulatory, and contractual requirements.
- To act as the central point of contact and escalation for all operational feedback on care systems performance and use. To manage issues raised through to resolution, collating any regional trends as emerging risks, to ensure that these systems meet all organisational, user, and legal and regulatory needs.

Operational Excellence

- To work closely with the regional team to understand how their services operate and how to digitally we can be digitally optimised within these services. This will include identifying training needs, suggesting changes to process and identifying new opportunities for change.

Scope and Geography	This is a regional role supporting Operations in one of Scotland, North East England, North West England, South and Central England.
Travel Expectation	This role is primarily based in the Regional Office. There will be requirement to travel across the region regularly. National travel will be required, less frequently, as required.
Collaboration	It is expected that the post holder will work proactively and collaboratively with the regional teams Operational Leaders, supporting Business Partners, Managers, and Specialists, and in addition will liaise with Support Services functions, particularly the Project Management Office (PMO), IT Business Systems teams, Learning and Development, and Data and Process teams. As a Care System roadmap owner, this role is expected to proactively manage the relationship with the appropriate care system provider.
Budgets	This role will not have any direct budgetary accountability.

Best Life Possible Success Measures		Structure
Service Quality and Innovation	<ul style="list-style-type: none">• Positive feedback from regional stakeholders following change implementation• Positive feedback around preparation for change	 <pre>graph TD; MD["Managing Director (TEC)"] --> SSCM["Senior Systems Change Manager"]; SSCM --> SCBP_NW["Systems Change Business Partner (NW)"]; SSCM --> SCBP_NE["Systems Change Business Partner (NE)"]; SSCM --> SCBP_Scot["Systems Change Business Partner (Scotland)"]; SSCM --> SCBP_SC["Systems Change Business Partner (South/Central)"];</pre>
Career Opportunity	<ul style="list-style-type: none">• Positive feedback around change experience• Positive feedback around support available ...	
Community Engagement	<ul style="list-style-type: none">• Positive feedback from regulators	
Sustainable Economics	<ul style="list-style-type: none">• Systems changes delivered on time, in budget, which meet required quality standards	

Qualifications, Experience, and Knowledge

- Preferably educated to degree level in a relevant subject
- Relevant work experience leading and managing change, preferably leading systems and technology changes
- Experience of significant project challenges and evidence of lessons learned
- Experience of successfully managing a change programme with demonstrable benefits
- Experience in systems delivery change (does not have to be social care although this would be ideal)
- Understanding of Change Management processes
- Experience delivering large scale organisational change is preferred
- Significant experience of successfully managing to time, quality and budget and successfully leading cross-organisational change as part of strategy delivery
- Knowledge of the third sector and social care
- Knowledge of Community Integrated Care is beneficial

Competencies, Skills, and Abilities

- Established people management and influencing skills
- Ability to lead through change in a dynamic and agile environment
- Reliable and determined
- Able to manage multiple priorities
- Ability to challenge others respectfully and effectively to lead to best conclusion for the charity
- Empathetic communicator, able to see things from other person's point of view
- Able to build and maintain really strong and effective relationships, work well with others and be a team-player
- Ability to demonstrate core values of Community Integrated Care and a willing ambassador and exemplar of the behaviours expected of someone leading on key strategic deliverables

Job Description – Key day to day tasks (representative, not exhaustive)

- To attend regional meetings where appropriate – eg. Regional SLT, escalating systems issues from that meeting to the Care Systems Lead wherever appropriate.
- To follow the Community Integrated Care change process in embedding systems change and work closely with the L&D and PMO office to achieve this.
- To take responsibility for being the primary point of contact for one care system and for inputting into its roadmap and development across the Charity. For example, you may be based in North East as a Business Partner, but also take on responsibility for being the organisational expert on Nourish and its roadmap and development. This will involve being a key point of contact for the supplier.
- By undertaking the above, to ensure that other Business Partners are kept up to date with systems development requirements, roadmaps etc.
- To ensure that all change and implementation documentation meet the standards identified by the Project Management Office and Community Integrated Care Change processes.
- To ensure change opportunities for systems are identified, documented and tracked.
- To track benefits from systems changes and ensure these are fed into central reporting as required.
- To ensure that any risks to the delivery of systems and systems changes are identified, documented and escalated as appropriate
- To communicate with regional teams in regards to systems changes that are imminent, planned or changed.

- To communicate effectively with technical systems teams to ensure that the systems changes being developed are ones that meet organisational priorities and will be effective when implemented at the front line. To raise and escalate risks and re-prioritise where not.
- To request advice and expertise of process analysts as required when looking at a change process that impacts an area wider than operational systems and to ensure this is documented accurately.
- To identify and pull in the right people when a training need is identified or will be need in the future and to ensure the training developed as a result is in line with the regional and wider organisation needs and strategy.
- To work closely with service leads, regional managers and other business partners in region to deliver systems that support the achievement of the objectives and excellent service standards that we aspire to deliver in each region that we operate.

Behaviours and Values

At Community Integrated Care “how” you approach your work is just as important as “what” you do. With that in mind, we have outlined the key behaviours that we look for at each level in our charity. This role aligns with level 3 in our guide to behaviour.

Job Evaluation

Internal Evaluation Level: 3B