



August 2020

Candidate Information Pack

Digital Change Manager





Job title	Digital Change Manager
Grade	SEO
Location	Any
Directorate	Transformation Directorate

Role purpose

Although based with the Transformation Directorate this role will work as part of the Digital and Data teams, helping changes to land well. Working closely with the Product and Development teams to understand, impact assess and effectively implement the changes they are introducing. This role will also work with Senior Change Managers, Benefits team, Programme Managers as well as Change Managers. The Change Managers form a network across offices focussing on enabling changes to land well within HMLR; this role will support both internal and external change management.

The role will use its professional change related experience and knowledge to provide practical “on the ground” support to the Digital and Data programmes to ensure greater consistency in the application of change methodology across both programmes, advocating the use of our People Change Framework internally, while enabling and championing the use of a structured approach to change management with our customers.

Main duties

- Working as a key member of the Digital and Data programmes; while also working with the national Change Network to consider the impact and timing of changes driven by the Digital and Data programmes.
- Working with HMLRs benefits team to embed the organisations approach to benefits management within the Digital and Data programme; supporting the profiling and monitoring of programme benefits.
- Develop consistent approaches to manage change for both HMLRs customers and staff to ensure successful implementation.
- Liaising with relevant development teams, programme managers and the wider portfolio office to ensure the transition plan accurately reflects the likely impact of Digital and Data related change whilst enabling the programmes to time their deployment to ensure the change lands well.
- Acting as contracting change manager for the Digital and Data programmes. Ensure people and business impacts of all change initiatives are considered by supporting the engagement of key internal and external stakeholders to seek expert input and feedback.
- Supporting the development and implementation of Digital and Data communications and engagement strategies for all affected stakeholders utilising best practice. Influencing senior managers and advocating for the People Change Framework.
- Providing practical support (e.g. facilitated workshops) to ensure the programmes consistently deliver high quality change.



- Work with other parts of the business, such as HR, Continuous Improvement team, and PMO team to develop, review and monitor the People Change Impact Assessments to ensure likely impacts and risks are identified, considered and mitigated, raising any issues with the relevant teams and/or change network.
- Responsible for planning and delivering development activity to improve change management capability across the Digital and Data programmes.

Key role benefits

Improving the capacity and capability for change management within the Digital and Data programmes.

Providing visibility and a means to effectively manage the impact and scale of change delivered by the Digital and Data programmes both internally and externally.

If the successful candidate does not already possess a Change Management practitioner level qualification, they will be expected to attend appropriate training and pass the examinations to achieve this level whilst in post.

Success Profile



Technical skills and qualifications:

Essential

- Knowledge of Programme and Project Management.
- Knowledge of change management methodologies and practice.

Desirable

- Detailed knowledge of the People Change Framework.
- Knowledge of continuous improvement methods and approaches.
- Change management (practitioner level) or equivalent qualification.
- Knowledge of benefits management.

Experience:

Essential

- Proven ability of working in a team and building trusted working relationships.
- Active involvement in delivering technology focused change initiatives and supporting benefits realisation.
- Experience of working with development teams and technology specialists.
- Ability to constructively challenge in a professional yet courageous manner.
- Following a change management framework and using related templates and tools in a working environment.
- Able to champion the need for continuously improving our services and ways of working.
- Ability to communicate openly and transparently to influence colleagues at senior levels.
- Have a proactive approach to getting things done with peers and managers alike. To act with enthusiasm and credibility.
- Ability to facilitate meetings and workshops.
- Demonstrates a methodical and rational approach to problem solving.

Desirable

- Proven experience in leading the delivery of change initiatives.
- Training and/or developing capability and skills.
- Experience of working as part of a digital delivery team.

Behaviours:

Essential

- Seeing the Big Picture
- Changing and Improving
- Managing a Quality Service
- Communicating and Influencing
- Working Together



Resource management

Staff

No direct line management responsibilities.

Budget

Responsible for own resources.

Working arrangements

Status:

Full Time / Part Time / Job Share / Flexible working

Number of hours if not full time:

Success in this role is not defined by the hours worked so we can consider a range of working hours and patterns.

Contract Type: Permanent

Additional requirements

Regular travel to other HM Land Registry offices, occasional travel to other organisations including other Government departments. This will be in line with government advice.



Stage 1 – CV & Statement of Suitability & Technical Box

To apply for this post, you will need to complete the online application process:

1. Copy and paste your CV into the online application form.
2. Complete a Statement of Suitability (no longer than 1250 words). Your Statement of Suitability should demonstrate how you meet the requirements of role, that you have the essential skills/experience/qualifications listed on the Job Description. It should also include why you think you are suitable and what you can bring to the role. How you have tackled similar tasks and demonstrated skills outlined in the job specification:

- Proven ability of working in a team and building trusted working relationships.
- Active involvement in delivering technology focussed change initiatives and supporting benefits realisation.
- Experience of working with development teams and technology specialists.
- Ability to constructively challenge in a professional yet courageous manner.
- Following a change management framework and using related templates and tools in a working environment.

3. You will also be asked to complete a 250 word box for each of the below Technical criteria:

- Knowledge of programme and project Management
- Knowledge of change management methodologies and practice

Your application should be completed no later than 11:55pm on Tuesday 8 September 2020. Please review your application form before clicking 'submit' – once you have submitted, you will not be able to amend your application.

You will receive a score out of 7 for your CV, Statement of Suitability and Technical criteria assessed. These will be added up to show a total overall score in your application centre on Civil Service Jobs. If you score a 3 or below on any one criteria, then you will not progress to the next stage. All candidates will be notified of the outcome as soon as possible after the sift has been completed.

The sift will take place shortly after the closing date with interviews being held week commencing 21 September 2020.

Stage 2 – Blended Interview (via video link)

If successful at shortlisting stage, you will be invited to attend a blended interview and pre-prepared presentation. There will be an in-depth discussion of your previous experience and professional competence. You will be asked to join the interview via video link.

The blended interview will test the behaviours listed in the above job description, as well as the strengths associated with the role. We want to hear your first, unrehearsed, natural response to strength questions, and so we don't advertise which strengths are being tested.

The best way to prepare for strengths questions is to reflect on what you identify as your own personal strengths, and your preferred ways of working.

<https://www.gov.uk/government/publications/success-profiles>



Scoring matrix for sift

Score	Label	Definition
1	Not Demonstrated	No positive evidence of the criteria
2	Minimal Demonstration	Limited positive evidence of the criteria
3	Moderate Demonstration	Moderate positive evidence of the criteria
4	Acceptable Demonstration	Adequate positive evidence of the criteria
5	Good Demonstration	Substantial positive evidence of the criteria
6	Strong Demonstration	Substantial, positive evidence of the criteria and includes some evidence of exceeding expectations
7	Outstanding Demonstration	Evidence provided wholly exceeds expectation at this level

Contact Point for applications

We will be happy to talk to you about this role. You can contact Chris Gilman on email Chris.Gilman@landregistry.gov.uk to find out more about the job.

If you have any queries on the recruitment process, please contact the HR Resourcing Team on hrresourcingTeam2@landregistry.gov.uk

Disability Confidence Scheme

HMLR is accredited to the Disability Confidence Scheme, which denotes organisations which have a positive attitude towards disabled people. Disabled applicants who meet the minimum essential criteria at the shortlisting stage are guaranteed an invitation to interview. If any candidate requires the panel to consider a reasonable adjustment or there is anything else they would like the panel to take into consideration they are asked to notify us of this at application stage where possible or during the process as soon as it becomes a requirement.



Appeals Process

If you feel your application has not been treated in accordance with the Recruitment Principles and you wish to make a complaint, you should in the first instance contact: Resourcing Team, HM Land Registry, Email: HRResourcingTeam2@landregistry.gov.uk

If you are not satisfied with the response you receive from HM Land Registry, you may bring your complaint to the Civil Service Commission

<http://civilservicecommission.independent.gov.uk/making-complaint/>

Joining the Civil Service

The Civil Service is an integral part of the government of the United Kingdom. The Civil Service Code, first published in 1996, sets out the core Civil Service values and the standards of behaviour expected of all civil servants in upholding these values.

Integrity – putting the obligations of public service above personal interests.

Honesty – being truthful and open.

Objectivity – basing advice and decisions on rigorous analysis of the evidence.

Impartiality – acting solely according to the merits of the case and serving governments of different political parties equally well.

All civil servants are appointed on merit on the basis of fair and open competition and are expected to carry out their role with dedication and a commitment to the Civil Service and its core values.

Salary

The salary for the grade is £37,248 (at local offices). If based at Croydon the salary is £40,675

*About the salary: For existing civil servants where a level transfer occurs existing salary will be honoured. Where this falls below the HM Land Registry minimum the minimum point will be paid. When HM Land Registry maximum is exceeded existing salary will be retained on a mark-time basis.

Location

All HMLR offices as listed on the job advert.



Hours

Full Time / Part Time / Job Share / Flexible working

Success in this role is not defined by the hours worked so we can consider a range of working hours and patterns.

We offer a range of family-friendly policies, such as parental leave and career breaks. These depend on business needs, but our aim is to help you achieve a positive work-life balance.

Annual leave

You will receive 28.5 days' annual leave and 8 days' public holiday (pro rata for part-time staff).

Pension

Your pension is a valuable part of your total reward package. HMLR makes a significant contribution to the cost of your pension and your contributions come out of your salary before any tax is taken. Your pension will continue to provide valuable benefits for you and your family if you are too ill to continue to work or die before you retire. HMLR offer the pension scheme called 'alpha'. It is an occupational pension scheme that you can join because HMLR is covered by the Civil Service pension arrangements. This scheme provides a defined benefit worked out on a Career Average basis. A defined benefit pension scheme provides a pension based on set criteria, usually related to the members' pensionable earnings and/or length of service (including any transferred in pension benefits). A Career Average pension scheme means you build up a pension based on a percentage of how much you earned each year.

Civil Service pension schemes are extremely competitive, and you can find out more information [here](#).

Benefits

- an employee recognition scheme;
- long-service awards;
- maternity and adoption leave of up to 26 weeks' full pay, followed by 13 weeks' statutory pay and a further 13 weeks unpaid;
- paternity leave allowance of two weeks plus four days' paid leave;
- paid time off for public service duties, for example if you are an armed forces reservist;
- paid volunteering leave;
- a social and sports club in every office;
- the opportunity to compete in national Civil Service competitions for a wide variety of sports;
- access to our employee assistance programme for counselling and support on a wide range of issues;
- an interest-free loan for season tickets and/or bicycles and safety equipment; and
- many other rewards including access to discounted healthcare, a Microsoft Home Use programme and shopping, leisure and finance discounts.



Career development

- opportunities to network and work across government;
- career progression, training and development opportunities; and
- access to training opportunities including Civil Service Learning, which offers more than 70 classroom-based courses and online packages.

Health and wellbeing

- A social and sports club in every office.
- The opportunity to compete in national Civil Service competitions for a wide variety of sports.
- Access to our employee assistance programme for counselling and support on a wide range of issues.
- An interest-free loan for season tickets and/or bicycles and safety equipment.
- Many other rewards including access to discounted healthcare, Microsoft Home Use programme, shopping, leisure and finance.

A great place to work, where difference is celebrated

We're committed to fairness and equality for all, so you feel valued for who you are and what you do. Diversity fuels our innovation. Our shared values help us work together, to benefit the communities we serve.

Our employee diversity networks support our culture of inclusion and contribute to our diversity action plan. Our current focus is to encourage people from under-represented groups into management and leadership roles, especially people with disabilities, women and ethnic minority colleagues.