

# Change and Business Improvement Manager (OSD Band 2/Grade 7)

Health and Safety Executive

Apply before 11:55 pm on Monday 28th February 2022



## Details

### Reference number

187104

### Salary

£53,360 - £59,625

### Grade

Grade 7  
Band 2

### Contract type

Fixed Term

### Length of employment

12- 25 Months

### Business area

HSE - Operational Services Division (OSD)

### Type of role

Digital  
Project Delivery

### Working pattern

Flexible working, Full-time, Job share, Part-time

### Number of posts

2

## Location

East Midlands (region), East of England (region), North East (region), North West (region), Scotland, South East (region), South West (region), Wales, West Midlands (region), Yorkshire and the Humber (region)

## About the job

## **Summary**

Diverse perspectives and experiences are critical to our success and we welcome applications from all people from all backgrounds with the experience and skills needed to perform this role.

We look forward to receiving your application.

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

The Health and Safety Executive (HSE) is the independent regulator for work-related health and safety. Our purpose is to protect people and places – 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.

## **Job description**

### **Why We're Recruiting**

HSE is maturing its approach to managing and delivering change to enable the delivery of our ambitious roadmap of transformation and we're building a team of change, project management and delivery professionals to support this work. We are leading on a number of cross government, multi agency programmes in addition to a series of internal transformational initiatives: from establishing a new Building Safety Regulator to a post EU exit Chemicals regulation regime. We're designing new digital services to transform the way we deliver services and regulate, enabling new operating models, and transitioning to agile methods of development and delivery.

### **The Team We're Building**

We're seeking a range of project managers, change and business improvement managers, business analysts and subject matter specialists to work alongside a wider community of delivery partners and operational teams. Delivery partners range from top tier consulting houses to SMEs focused on digital innovation. You will work alongside Digital, Data and Technology professionals as well as operational and subject matter experts from HSE divisions. We're seeking change agents who relish the opportunity to lead in a rapidly maturing environment.

## **Job description**

Reporting to the Change Team Manager Head of Change and Business Improvement, this is an influential position, playing a key role in the successful

operation of one of the world's leading regulators.

This is an exciting new opportunity for an exceptional candidate to drive HSE's Transformation agenda and help shape our future. If you are looking for an opportunity to make a tangible difference that will be felt across the entire of Great Britain, please read on.

## **Overall Purpose**

As the Change and Business Improvement Manager you will play an important 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.

You will be 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.

You will help us lead, drive and deliver significant change across HSE, driven by a new strategy and a number of new and challenging transformation programmes.

**\*Please note: your application for this role may be considered for other similar roles at the same band or lower.\***

## **Responsibilities**

**As part of your role you will:**

- 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.
- 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.
- 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.
- Build and manage productive and effective relationships with senior stakeholders, including Executive Committee members.
- Lead the production of business analytics, including performance and

productivity baselines, demand analysis, impact and feasibility analysis, scenario modelling, activity based cost models and benefits tracking.

- Act as a Change Leader across HSE, driving awareness and understanding of change management, approach and tools at all levels.
- Work with our Programme Management Office to develop comprehensive business cases for change.
- Lead, line manage, mentor, coach and develop our team of business analysts.
- 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**

You will have:

- 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 - desirable**

- Experience of working with data structures and an understanding of data mapping and data architecture.
- Experience of delivering large scale transformation programmes 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.
- Business Improvement qualification – Lean / Sigma or relevant experience

### **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.

- 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.
- 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.
- 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.
- 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.
- 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.
- Enterprise and business architecture. You can contribute to the creation and maintenance of the target operating model and identify the impact on operational service.
- Innovation. You can lead others to innovate in their work as well as enabling them to innovate on their own.
- 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.

- 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.
- 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.
- User focus. You know how to give direction on which tools or methods to use and introduce new ones. 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.

## **Behaviours**

We'll assess you against these behaviours during the selection process:

- Managing a Quality Service
- Leadership
- Making Effective Decisions
- Changing and Improving

## **Benefits**

- Learning and development tailored to your role
- An environment with flexible working options
- A culture encouraging inclusion and diversity

## **We invest in our people with;**

- Competitive rates of pay
- Access to the highly competitive Civil Service Pension Scheme to which HSE contribute 27.9%, far more than in the private sector.
- Family friendly policies and working hours to help balance your home life and career
- 25 days annual holiday increasing to 30 days after 5 years' service, plus bank holidays and 1-day Civil Service privilege leave
- Parental leave benefits: Maternity, adoption or shared parental leave of up to 26 weeks full pay followed by 13 weeks statutory pay and a further 13 weeks unpaid, and paternity leave of 2 weeks full pay.

## **Things you need to know**

### **Security**

Successful candidates must pass a disclosure and barring security check.

People working with government assets must complete [basic personnel security standard](#) checks.

### **Selection process details**

This vacancy is using [Success Profiles](#), and will assess your Behaviours.

We'll assess you against these behaviours during the selection process:

- Managing a Quality Service
- Leadership
- Making Effective Decisions
- Changing and Improving

This vacancy is using Success Profiles, and will assess your behaviours and experience.

As part of the application process you will be asked to complete a CV and Personal Statement (Max word limit 750)

Your personal statement should demonstrate how you meet the Key Responsibilities as set out in the job description and essential criteria.

Please access the following link for guidance on how to apply and how to complete a Statement of Suitability <https://www.civil-service-careers.gov.uk/how-to-apply/>

Closing date for applications is Monday 28th February 2022 at 23.55pm.

The Sift will take place during the week commencing 3rd March 2022 and you will be assessed on your personal statement and CV. We may contact you for an informal telephone conversation as part of the sifting process.

If you are successful at sift stage you will be invited to an interview which will be a blended approach of strength based questions and some behaviour based and technical skills questions as outlined above.

As part of your interview you'll be asked to deliver a 5-minute presentation to assess your technical skills, details of which will be sent with your invite to interview.

Interviews will take place 8th and 9th March 2022.

These dates may change subject to business needs

Please note, due to current COVID restrictions, interviews will take place using

MS Teams, where you will be required to have access to;

A laptop - personal or work

A webcam

Good internet access

MS Teams

## **Further Information**

Existing Civil Servants and applicants from accredited NDPBs are eligible to apply, but will only be considered on loan basis (Civil Servants) or secondment (accredited NDPBs). Prior agreement to be released on a loan basis must be obtained before commencing the application process. In the case of Civil Servants, the terms of the loan will be agreed between the home and host department and the Civil Servant. This includes grade on return.

It is the candidate's responsibility to ensure they are aware of the terms and conditions they will adopt should they be successful in their application. For a summary of HSE terms and conditions as part of Civil Service Reform, please see the attached document.

Any move across the Civil Service on or after 4 October 2018 may have implications on an employee's ability to carry on claiming childcare vouchers.

If you have a disability and you need an application form in an alternative format or you would like to know more about our recruitment process, please contact: [hr.resourcing-team@hse.gov.uk](mailto:hr.resourcing-team@hse.gov.uk)

Feedback will only be provided if you attend an interview or assessment.

## **Nationality requirements**

This job is broadly open to the following groups:

- UK nationals
- nationals of Commonwealth countries who have the right to work in the UK
- nationals of the Republic of Ireland
- nationals from the EU, EEA or Switzerland with settled or pre-settled status or who apply for either status by the deadline of the [European Union Settlement Scheme \(EUSS\)](#)
- relevant EU, EEA, Swiss or Turkish nationals working in the Civil Service
- relevant EU, EEA, Swiss or Turkish nationals who have built up the right to work in the Civil Service



- certain family members of the relevant EU, EEA, Swiss or Turkish nationals

### [Further information on nationality requirements](#)

## **Working for the Civil Service**

The [Civil Service Code](#) sets out the standards of behaviour expected of civil servants.

We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles](#).

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

## **Apply and further information**

Once this job has closed, the job advert will no longer be available. You may want to save a copy for your records.

### **Contact point for applicants**

Job contact:

- Name: Mark Hamilton
- Email: [Mark.Hamilton@hays.com](mailto:Mark.Hamilton@hays.com)

Recruitment team:

- Email: [hr.resourcing-team@hse.gov.uk](mailto:hr.resourcing-team@hse.gov.uk)

### **Further information**

If you believe that Civil Service Commission principles of selection for appointment on merit on the basis of Fair and Open competition have not been met you can raise a complaint by emailing: [HR.Resourcing-Team@hse.gov.uk](mailto:HR.Resourcing-Team@hse.gov.uk) or by writing to HSE at the following address: HSE Resourcing Team 2.3 Redgrave Court, Merton Road, Bootle, Merseyside, L20 7HS If you are not satisfied with the response you receive from the Department, you can contact Civil Service commissioners:

<https://civilservicecommission.independent.gov.uk/code/civilservicecodecomplaints/>



