



# Organisational Change Manager

## Job description

<b>Grade</b>	E
<b>Type of contract</b>	Permanent x2 Fixed term (9 months) x1
<b>Directorate</b>	Infrastructure
<b>Team</b>	Organisational Change
<b>Reports to</b>	Head of Change Management Office
<b>Responsible for</b>	
<b>Location</b>	Flexible – hybrid working with on average 2 days per week in Stratford/Cardiff office.
<b>Hours</b>	35hrs p/w

### About the role

As Organisational Change Manager, you will mobilise the change needed to increase organisational performance and improve staff wellbeing so that together we can achieve our strategic ambitions.

Mind is growing to meet the scale and complexity of mental health need in England and Wales. Our 2021 Strategy made a significant commitment to changing the way we work so that we can increase our sustainability, impact and continue to move closer to achieving our mission. With Race Equity in Mind as a high priority change initiative, we want to be bolder, braver, more agile and responsive, evolving as an organisation to reach those who need us most. You will co-lead the implementation of a system of change initiatives designed to evolve our culture, systems and processes so we continue to deliver within a volatile and challenging environment.

You will do this through using your personal tools of change; a wide range of influencing, communication and inter-personal skills, professional experiences, coaching, change methodologies and techniques. You will be committed to capacity building others across the organisation to be internal agents of change as well as continuing your personal development.

### About the team

This role sits within the Organisational Change team working alongside Strategic Change Leads to listen, understand, mobilise change and ultimately increase our ability



to deliver the fight for mental health. The team works in partnership with colleagues across the Infrastructure Directorate which is accountable for the organisations resources as we strive to deliver to our full potential. You will also develop close relationships with teams across the organisation as together we change how we work, distribute leadership and increase our impact.

## Key Responsibilities

Change Managers will effectively deliver the following key roles within the organisation:

1. **Sponsor:** Support the Head of Organisational Change to develop and lead the overall Change Programme taking ownership of specific change.
2. **Relationship builder:** build the necessary trust and credibility with individuals, teams, staff networks, Mind's governance and leadership, specialist skilled supporters and contractors, as required to be an effective agent of change.
3. **Analyst:** develop change initiatives using relevant and proportionate insights for example conducting root cause analysis, stakeholder interviews and focus groups, data mapping and analysis and utilising existing performance analysis data wherever possible.
4. **Stakeholder manager:** proactively identifying, managing and nurturing relationships key internal and external stakeholders required as you lead the implementation of each change initiative.
5. **Facilitator:** Provide a safe space for collaboration in order to plan and implement effective change initiatives including leading focussed workshops, action learning, problem solving meetings and informal discussions.
6. **Change practitioner:** Supported by the Head of Organisational Change, in collaboration with colleagues across the team, be the organisations expert on Change Management Practise.
7. **Project manager:** Be a model for high quality project management across the organisation, develop, lead and implement initiatives and plans in line with Mind's Project Management approach.
8. **Coach:** you will coach Change Project Leads, Change Delivery Teams (scrums) and change colleagues from across the organisation, to deliver on the organisations change objectives across culture, systems, process and behaviours
9. **Evaluator:** Using the Mind Operating Model, develop and implement effective performance analysis and reporting mechanisms for change initiatives so they remain relevant, effective and are delivering the desired impact.

## Expectations

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent



services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Role expectations:

- Strengthen existing change practise and expertise, expanding the range of tools, theories, techniques that can be deployed in pursuit of organisational ambitions.
- To attend and contribute to supervision and appraisal process, meetings, training, and other events as required.
- To adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring H&S of own and others at all times) and any other relevant/charity law.

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.
- Stand up for what they believe is best and trust in themselves and each other.
- Be open to others and ourselves and show a commitment to learning.
- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Communicate effectively, ensuring their messages are understood and that they strive to understand others.
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Take responsibility for their decisions.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.
- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.
- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.
- To be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need



- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.

## Person specification

### Essential criteria

1. Experience managing complex, cross organisational projects
2. Experience of leading organisational development or capacity improvement initiatives.
3. Experience of successfully engaging and managing stakeholders at all levels across an organisation
4. Demonstrable understanding and awareness of different organisational change and process improvement models and approaches
5. Excellent communication, interpersonal, facilitation and presentation skills.
6. Ability to think creatively and strategically and see the big picture.
7. Excellent workload management and prioritization skills
8. Experience of managing staff or volunteers and/or suppliers
9. Knowledge and understanding of inclusive working cultures and what this means in relation to this post and the ability to incorporate this into all aspects of work

### Desirable criteria

1. Experience of working in community development or capacity building organisations
2. Direct or indirect experience of mental health problems.
3. An understanding of Mind and its networks, or similar structures within the voluntary sector.