



## Change Officer

Accountable to: Change Management Lead

### Job description and person specification

#### Purpose of the role

The Change Officer will work alongside the Change Management Lead, specifically related to work on the Change Programme, which includes the Target Operating Model, Dimensions Online and Oracle implementation.

The person will be responsible for supporting and enabling a coordinated approach to communications, learning, change and engagement, acting as a bridge between projects and relevant stakeholders, ensuring that our people are engaged, and the business is ready for the project outputs when transitioned to business as usual.

#### Core duties

- Support implementation of change and engagement activity around the business; providing assistance and support to the Change Management Lead
- Support the delivery of change management and people engagement interventions to ensure buy-in and commitment to organisational change.
- Work with project teams and colleagues in different departments to help ensure that proposed changes are understood and effectively embedded within the relevant areas of the organisation.
- Assist the Change Management Lead to maximise reach and impact of organisational change activity, helping to ensure ongoing readiness for change around the business.
- Helping to capture information from key meetings and group workshops, summarising information and highlighting key themes from discussions.
- Preparing written documents and presentation for key meetings that summarise change management activity across the programme
- Support benefit realisation activity and monitoring, helping to track the effectiveness and success of business change activities, gaining the data required and updating plans and approaches accordingly.
- Developing appropriate tools and techniques to support the above duties.

#### Please note:

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role.

#### In addition to the above you are expected to:

- Maintain effective working relationships with people across Dimensions team including people across project teams and other stakeholders.
- Undertake learning and development as necessary.
- Undertake other duties from time to time as required by your manager or Head of Department /Director.
- Maintain confidentiality in accordance with our data protection policy and procedure.
- Work on an agile basis between your home and the Company's offices and/or any other locations as is reasonably required.

#### Person specification

Please use this in conjunction with the advertised requirements. The final column indicates how we will tell if you have provided evidence of the required criteria. Criteria considered from the application form will be marked Shortlisting, those reviewed when we meet you will be marked Interview and those considered via assessment at interview will be marked Test.

Experience		
Ability to interact and engage with people across the organisation	Essential	Shortlisting/ Interview/
Experience of supporting/influencing changes to the way we work within Dimensions	Essential	Shortlisting/ Interview/
Experience in working with groups e.g. focus groups or workshops	Desirable	Shortlisting/ Interview/

Skills		
Strong organisational skills, being able to prioritise workload and meet deadlines	Essential	Shortlisting/ Interview/
Able to listen to colleagues and the people we support and demonstrate an understanding of their working requirements	Essential	Shortlisting/ Interview/
Proficient use of MS applications including Sharepoint, Project, Excel, Word, Microsoft teams, PowerPoint, and Teams and Outlook.	Essential	Shortlisting/ Interview/
Good written and verbal communication skills including the ability to present complex information in a concise and user-friendly way.	Essential	Shortlisting/ Interview/

Knowledge and understanding		
Understanding of Dimensions corporate strategy	Essential	Shortlisting/ Interview/
Knowledge about different business functions across Dimensions	Essential	Shortlisting/ Interview/
Understanding of Dimensions Change Programme	Desirable	Shortlisting/ Interview/

Understanding of high-level change management and benefits realisation concepts	Desirable	Shortlisting/ Interview/
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Attributes		
Work flexibly according to business and Change Team requirements	Essential	Shortlisting/ Interview /
Able to problem solve and work in a proactive manner	Essential	Shortlisting/ Interview/