JOB TITLE Business Change Support Officer
BANDING Band 4

Main Duties of the Job

The Business Change Support Officer role has been designed to create the next generation of Business Change employees who will have the opportunity to learn and contribute as part of a successful, well established, and high performing team within DHCW.

The role has been designed to offer four developmental roles within one of these areas: operational business change, e-Learning development, The Digital Change Delivery Network (DCDN) (projects) and the DCDN Learning Hub.

The roles will involve a broad range of Business Change activities, both experiential and via accredited learning. Business Change Support Officers will develop extensive knowledge and nurture partnerships between healthcare teams, internally and externally across NHS Wales, Welsh Government, and other public sector organisations, gaining valuable insight and expertise.

Responsible to

Reporting: will be assigned to one of the Service Owners as appropriate	**Accountable:** will be assigned to one of the Service Owners as appropriate	**Professionally:** will be assigned to the Head of Business Change

Main Responsibilities

- Ability to communicate in a clear, constructive, considerate, and engaging manner, demonstrating positivity and enthusiasm towards work that encourages others to do the same. This involves exchanging complex and potentially contentious information where barriers to understanding or acceptance may exist.
- Proactively create and maintain positive and professional working relationships with a wide range of stakeholders, at all levels, identifying connections, bringing people together to develop mutual respect and trust. Alongside host organisation stakeholders, the role will encompass collaboration with NHS organisations, Welsh Government, and other public sector organisations.
- Ensure key stakeholders understand, and are engaged with the team's objectives, vision, values, and culture and provide advice to senior colleagues on communications issues with the aim of providing effective two-way communications.

- Regularly writing reports to both synthesise learning gained from collaborative working and as well as updates on programme area. Produce reports and presentations based on a range of information from a variety of sources to a wide range of groups including HBs and Trusts and other stakeholders.
- To facilitate and participate in meetings that require a high level of concentration, with a variety of audiences and mixtures of attendees. These groups may include internal and external Directors and senior clinicians, senior and operational managers, other health and social care professionals, information and financial managers and staff, patient representatives, etc.
- Support and lead staff/clinical teams through the process of change. Liaising closely with key stakeholders; for example, Trusts/HBs/Social Services.
- The ability to compile recommendation reports using analysis methods i.e., SWOT to compare a range of options and provide recommendations to senior colleagues on the best course of action to take.
- The ability to analyse data to provide recommendations or narrative to complex situations.
- The ability to take the initiative based on their analytical judgement and knowledge of area.
- Use a wide range of IT applications to design and develop reports – Utilising Power Bi and the Power platform in MS365 to gather data from stakeholders and deliver analysis in a visual format.
- Make a comparative assessment against known facts/information to highlight issues and produce trend related information.
- Analyse data and complex information and break down problems into their component parts, identify solutions and make recommendations.
- To support the team with project planning and organising activities for projects and workstreams, including updating project plans, monitoring, and updating considering complex dependencies between projects and monitoring the delivery of key milestones.
- Assess and prioritise own workload within given timeframe, and in consideration with the wider team's workload, to meet deadlines.
- Intense concentration is required on a wide variety of complex issues throughout the day, with a requirement to frequently adapt to changing priorities and re-focus the work of self on new priority areas as defined by the Line Manager.
- The postholder will require standard keyboard skills to manipulate data and produce these accurately and in a timely manner.
- Cultivate, develop, plan, organise and implement service improvement project/s, both nationally and locally, which seeks to change systems to support creative, innovative, and improved patient services.
- To develop and implement Standard Operating Procedures (SOPs) within the team environment to enable us to meet external customer demand seamlessly.
- Responsible for the care and safe use of office equipment.
- Participate in self-development to continually improve performance and undertake development activities identified.
- Produce regular reports identifying performance against operational and organisational objectives.
- Ensure security of records in line with the Data Protection Act. Comply with information governance policies and procedures.
- Undertaking data collection, collation and inputting into relevant spreadsheets and documents within specific sub-projects. Produce and interpret charts based on the data collected.
- There will be a regular requirement to prepare and draft agendas for meetings create reports, documents, and drawings using IT packages (including Word, Excel, Outlook, Power Point, and Publisher), to create reports using standard keyboard skills.
- To have individual responsibility for the use of IT and team information systems so that the team activities are properly monitored and controlled and are capable of producing a number of reports.
- Supports with the information gathering to deliver evaluations of the team's work.
- Support with the review and renew of audits and surveys as and when required.
- Support programme lead to interpret national policies for project area.

- Act independently, whilst being guided by All Wales Policies and procedures, exercising significant discretion in relation to their programme/project area.
- Required to manage and prioritise their own workload working independently and using own initiative.
- Take responsibility for own actions.
- Proven experience of working autonomously and without supervision, using own initiative.
- Ensure own compliance with organisational policies and procedures.

Qualifications and Knowledge	Experience
Essential - Educated to Higher National Certificate level or equivalent experience. - Commitment to continuing professional development for self. - Knowledge and understanding of NHS Working environment. **Desirable** - Knowledge and understanding of the role of DHCW	**Essential** - Knowledge & Experience of using Microsoft Applications. - Experience of team working and working with people **Desirable** (for use in shortlisting) - Experience of working within healthcare - Experience working with benefits or in a learning facilitation environment.
Skills and Attributes	**Other**

Essential
- Ability to communicate effectively both orally and in written format.
  - Ability to work effectively as part of a team.
  - Good organisation and time management
  - Positive attitude to change.
  - Tact and Diplomacy
  - Ability to organise and collate data.
  - Good interpersonal skills
  - Ability to work to deadlines, prioritising workload from many sources.
  - Numeracy skills
  - Appropriate decision making
  - Strong ability to analyse problems and suggest improvements.
 	
Desirable
- Policy development skills
- Presentation skills
	Essential
	- Able to use initiative and work independently.
	- Ability to work as part of a team.
	- Flexible to the needs of the service
	- Ability to travel across sites within Wales
	- Ability to respond to unpredictable work patterns.
	
	Desirable
	
	- Welsh Speaker (Level 1) or willingness to work towards
	- Ability to work under pressure
	- Professional attitude to colleagues and patients.

• Clinical research skills • Negotiating and motivating skills • Training skills • Successful management of change • Managing and developing IT systems to support quality assurance and control. • Ability to perform Risk Assessments • Ability to identify Training Needs	