**ROLE PROFILE**

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| **Role Title:** | Intervention Manager |
| **Department:** | Housing Management |
| **Role Purpose:** | To ensure that interventions to deliver strategic objectives are effectively managed, and the benefits are sustained by:   * Providing appropriate support to the Service Leads to define the benefits, assess progress and achieve measured improvements in business operations. * Ensure projects and change initiatives meet objectives on time and on budget by co-ordinating activities and managing work packages. * Focus on the benefits the change process delivers for customers, colleagues and key stakeholders. * Create and implement change management plans that minimise employee resistance and maximise employee engagement |
| **Reporting to:** | Head of Housing Management |
| **Responsible for:** | Intervention Project Teams (Matrix Management) |
| **Disclosure level:** | Standard DBS |
| **Role Level:** | [Frontline](B&S%20Framework%20Role%20Levels/3.%20Operational%20Leader.docx) Manager |

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| **Key Role Responsibilities** | Apply a structured methodology and lead change management activities.  Coordinate change management and project activities, resources, equipment and information.  Work closely with resource managers, assist in the proactive allocation of appropriate resource.  Monitoring and alerting, to support in ensuring the intervention scheme programme remains on track in terms of budget, plan and delivery scope.  Ability to 'think outside the box' to resolve scheduling and resourcing issues.  Support the design, development, delivery and management of communications.  Preparing management information for relevant governance review boards, including programme status reporting, proactively maintaining high standards of quality in documentation and reporting.  Identification of potential risks for resistance to project plans / change initiatives and development of plans to intervene / manage.  Where required, act as a key point of contact between different departments within Midland Heart and between Midland Heart and any external agencies involved with, or affected by, a particular project.  Support in the delivery of evaluation reports, and measuring results and impact.  Provide input, document requirements and support the design and delivery of training programs.  Close cooperation with respective project teams and relevant managers involved in the organisational change.  To be responsible for the health, safety and welfare of yourself, customers and others at work and to undertake the health and safety duties outlined in the Midland Health & Safety Policy.  Promote and embed the Midland Heart organisational values.  Any other duties commensurate with the role. |

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| **Education, Qualifications and Training** | Change management certification or Project Management Certification (desirable).  Proven experience in a management of large change initiatives or project management function co-ordinating change or projects. |
| **Knowledge and Experience** | A solid understanding of how people go through a change and the change process  Experience and knowledge of change management principles, methodologies and tools  Knowledge of project management techniques and methodologies.  Stakeholder engagement, including facilitation of group sessions/workshops.  Operational knowledge of delivering Housing Management Services.  Experienced in a range of IT packages including Excel. |
| **Role Specific Skills & Behaviours** | Exceptional listening, communication (both written and verbal) and decision-making skills  Ability to establish and maintain strong relationships.  Ability to influence and negotiate with others and move toward a common vision or goal  Organised with a natural inclination for planning strategy and tactics  Ability to facilitate group workshops.  Excellent time management skills to deal with multiple work streams.  Proactive approach to problem solving and identification of continuous improvement.  Ability to challenge stakeholders to identify true underlying issues.  Commercial awareness, and ability to provide discretion to any business issues that are not for general discussion.  Excellent team working and collaboration.  Flexible and pragmatic in approach.  Ability to influence people from different levels of the organisation and to clearly articulate messages to a variety of audiences.  Able to work under own initiative. |