Job Description

Service:	Operational Services
Job title:	Change Programme Lead: (Operational Services)
Grade:	G £40,633 - £45,489
Hours of work:	37 per week
Responsible to:	Head of Operational Services
Responsible for	
Direct reports:	0 members of staff currently, but with potential for some modest line management (not more than 4) should additional resources be required to support project delivery.
Indirect reports:	0 members of staff currently, but with potential to manage resources from both within the service and wider Council in response to project delivery as may be required.
Budget:	N/A

Purpose of Post:

Aligned with Huntingdonshire District Council's corporate priority to deliver good quality, value for money services, this role is pivotal in supporting the continued evolution and continuous improvement of our core frontline services, including waste and recycling, street cleansing, and grounds maintenance.

The postholder will help ensure these key frontline services are consistently efficient, responsive, and high performing for residents and stakeholders. By supporting change programs and continuous improvement initiatives, the role will help operational teams deliver excellent results while making the best use of available resources.

Key responsibilities include:

Leading and supporting projects to improve service quality and customer satisfaction.

Developing and maintaining key project documentation.

Working alongside the Head of Operations and service managers to embed positive changes.

Reviewing and adapting systems and processes to meet legislative and policy requirements.

Ensuring effective engagement across teams and with service users.

Using data and performance insights to demonstrate impact and drive future service improvements.

Preparing progress reports for governance panels.

The post will play a central part in developing smarter working practices, enhancing digital systems, and supporting a culture of innovation. Clear and flexible communication will be essential, as will a collaborative approach to working with colleagues, partners, and the public.

This role is instrumental in helping the Council continue to provide value for money public services, meeting current and future needs, and delivering on the aims of the Council's Corporate Plan.

This role will lead the design and implementation of service change programs, providing direct support to the Head of Operations and to service managers and team leaders in embedding meaningful, sustainable improvements across the department.

Working across the full range of operational services and in close coordination with internal stakeholders, residents, and service users, the postholder will help

implement new practices and systems informed by internal reviews, legislation, and national guidance.

The role also requires close engagement with staff at all levels, promoting collaboration and communication across operational teams and with wider Council services. A flexible and adaptable approach will be vital, along with a willingness to trial new solutions that improve performance and customer satisfaction.

The postholder will use data and service performance insights to monitor outcomes, demonstrate the impact of changes, and communicate benefits internally and externally. They will also support the effective use of digital systems to drive efficiencies and improve access to services.

This role plays a crucial part in helping Operations respond to shifting needs, government reforms, and environmental goals—delivering cleaner, greener, and more responsive public services that enhance the quality of life across Huntingdonshire.
To support the Councils aspiration of supporting the sustainable growth of Huntingdonshire, this key role seeks to support the ongoing evolution of our Operational services functions to ensure that we are providing efficient, effective and quality services for our customers and stakeholders; and supporting existing and future staff to deliver the best outcomes for our area.

There will be responsibility for preparing reports detailing progress to be considered through an established governance structure; ensuring that key project documentation and procedures are maintained and up-to-date; supporting system and process adaptation and implementation; and a need to ensure that activities are in accordance with legislation and policy.

The role will also use data, analysis and other techniques to demonstrate the effectiveness of change and demonstrate outcomes; and will promote the positive outcomes and benefits of the implemented changes, both internal and external to the Council. The postholder will support the Head of Operations with horizon scanning and using data to drive future decisions regarding service direction; as well as ensuring that the service are making effective use of existing systems, and where possible, are utilising technology and improvements to keep moving forward.

Main duties and responsibilities are:

- Developing and implementing change programs and continuous improvement, derived from reviews of existing arrangements, combined with the use of data and horizon scanning to make informed choices and decisions.
- Working across the service, using established project management frameworks and techniques to implement and reinforce change
- Working with and preparing reports for the Head of Operations, and other managers/team leaders within the service

- Ensuring systems are utilised effectively, and where possible, supporting the further integration of the use of technology to improve efficiency and effectiveness; as well as forward looking to future improvements or implementation of new technologies.
- Engaging with staff, customers and stakeholders

Key Deliverables:

The post holder is expected to produce:

- Reports and documents that are well-researched and justified, and support effective and efficient decision-making.
- Recommendations on proposals which have carefully balanced the constraints and opportunities.
- Records, procedures and process maps in relation to key activities and processes
- Statistics, reports, evidence cases and business cases, or support activity and investment decisions, including those being produced by others as necessary, utilising data and information available from across the Council and wider sources.
- Records and analysis of information relating to operational
- matters through use of spreadsheets and databases.

The post holder will also be expected to:

- Attend meetings on behalf of the Head of Operations and managers/team leaders within the service with both internal colleagues, and other external customers, partners, stakeholders and other Councils and their equivalent officers.

- Work proactively with colleagues within the wider Place Directorate and Council
- Help and influence the organisation's plans and strategies, particularly through service planning, but also other activities.

- Maintain a current knowledge of the use of technology in connection to Operational Services.

- Maintain a current working knowledge of front line services and relevant legislation, and ensure an up-to-date understanding of future ambitions of each service area within operational services.

- Work with others to collectively support service transformation both in-service and across the wider Council as necessary.

Knowledge and Qualifications (Essential)	(Desirable)
Lean Six Sigma Certification (Green Belt or Black Belt) **Project Management Certification (e.g., PRINCE2, PMP, AgilePM)**	• Degree in Business, Engineering, Operations Management, or a related field • Change Management Certification (e.g., Prosci) • Experience with ISO standards (e.g., ISO 9001 for quality management)
Experience (Essential) Experience of system administration; including development of templates; workflows etc. Knowledge of coding associated with such activity (Essential) Experience of using plans, maps and other spatial tools to communicate proposals, impacts, and information.	• Significant experience of working in a Local Authority operational department. • . • Experience of undertaking process reviews, implementing and managing change. Demonstrable experience of implementing process change and project management. •
Skills and Abilities (Essential) Project and Change Management: Ability to lead change initiatives from concept to delivery using structured approaches like Lean, Six Sigma, or Agile. Data Analysis and Interpretation: Comfortable with performance data, KPIs, and root cause analysis to identify trends and opportunities for improvement. Problem-Solving: Skilled in diagnosing operational inefficiencies and designing smart, practical solutions. Communication and Facilitation: Able to engage with frontline teams, managers,	• Good oral and written communication skills. • Ability to work flexibly as part of a team and individually on own initiative. • Strong analytical and problem-solving abilities. • Strong understanding of spatial matters and ability to demonstrate interconnections and visualize and interpret spatial information. • Organisational skills and ability to meet deadlines. • Flexibility to adapt to changing work requirements. • Good customer service skills. • Standard keyboard skills and ability to use Word, Excel, PowerPoint, Outlook and GIS. Experience of using tools such as PowerBI is

and senior leaders—translating complex ideas into clear, actionable plans. Process Mapping and Reengineering: Familiar with tools like value stream mapping to document and streamline workflows. Coaching and Influence: Encourages a culture of continuous learning and improvement across teams; leads by example rather than authority.	desirable.
Decision Making and Impact on Others	• Ability to make effective decisions balancing risks and benefits. • Ability to influence decision-making, including through written and verbal communication. • Able to make recommendations for others to take decisions and provide responses. • Day to day decisions relating to workload.
Communication with Internal and External Customers	• Internal contacts include Corporate Directors, Service Managers, Team Leaders, operational and other staff, and District Councillors. • External contacts include developers, agents, landowners, residents, other councils' officers, town and parish councils, statutory agencies and environmental organisations. • Able to build relationships

	• Internal customer contact: 75% External customer contact: 25%
Personal Attributes and Other Requirements	• Ability to work with others to assimilate complex information and to assess and balance complicated documents and Policy requirements. • Flexibility to review and revisit tasks and decisions if new information becomes available. • Willing to travel and occasionally work unsocial hours. • Imagination and the ability to innovate. • Ability to adjust their interpersonal style to respond to the needs or preferences of other people and situations.
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. **Inspiring:** We have genuine pride and passion for public service; doing the best we can for customers matters to us all. **Collaborative:** We achieve much more by working together, and this allows us to provide the best service for customers. **Accountable:** We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. **Respectful:** We respect people's differences and are considerate to their needs. **Enterprising**: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.