



Care and support
through terminal illness



Director of
Change



Welcome

Thank you for your interest in becoming our new Director of Change.

Our vision at Marie Curie is a better life for people and their families living with a terminal illness. Everyone will be affected by dying, death and bereavement, and they deserve the best possible experience, reflecting what's most important to them. Marie Curie is the UK's leading end of life charity and we lead in making the end of life experience the best it can be, allowing patients and their families to make the most of the time they have together by delivering expert care, emotional support, research and guidance.

Marie Curie is in the midst of a transformational journey to ensure we deliver on that vision; ensuring that everyone who is dying, and their families, receive the love, support and care they need. Like many organisations, we have had a mixed experience of change and success in projects and programmes in the past. Following a recent strategic review, we have established a new team – 'Change Delivery' – to improve our change capability and support us in implementing the strategic changes needed. This new change programme will be integral in helping us realise our aspiration for Marie Curie to lead in end of life experience, ensuring that everyone has the best possible experience, reflecting what's most important to them.

This is an exciting and important time for the Charity, and we are looking for an experienced, independently-minded change professional who is motivated by our vision and the impact of what we do to work closely with the Executive Leadership Team and with our place-based regional change teams to deliver our change ambitions. Leading the Change Delivery team, you will establish and manage strategic and operational change programmes and projects that will, through focused management and improved use of resources, deliver improved outcomes for those we care for and support.

This role offers significant scope to impact at a time when the need for what we do at Marie Curie is growing. If you are motivated to make a positive difference, and you bring the skills and experience we are looking for, we hope you will be inspired to find out more.

With best wishes,

Mike Bath
Executive Director of People and Organisational Development



About Marie Curie

We believe everyone living with a terminal illness should be able to get the most from the time they have left, however hard that may sometimes feel.

We're here to help everyone affected by their diagnosis to achieve the best quality of life and support them to keep their independence and dignity for as long as possible.

This includes treating or managing pain and other symptoms with medicines, therapies and other specialist approaches. It also means giving emotional support to them and their family when they need it most. Given the choice, most of us would want to die peacefully at home, surrounded by the people who mean the most to us. Marie Curie Nurses make this possible.

We offer free nursing care to people with all terminal illnesses across the UK, as well as support for family and friends. Every day and night, Marie Curie Nurses and frontline staff are giving vital support to dying people and their families, in their homes and our hospices across the UK.

Response to the Coronavirus

At this time of national emergency, these crucial services are needed more than ever as the NHS is put under ever greater strain.

Right now, we're working closely with the NHS on plans to support hospitals and NHS staff. It's crucial that we can continue to be there to give dying people the care and support they need.

To find out more, please visit <https://www.mariecurie.org.uk>



Management and Key Relationships

Reports to Executive Director of People & Organisational Development

Key relationships

Internal

Chief Executive

Executive Director of People and Organisational Development

Executive Director of Corporate Services

Chief Nurse & Executive Director of Caring Services

Executive Director of Fundraising and Engagement

Director of Strategy & Impact

Director of People

Head of Change Management Office

Change Management Office Analysts

Change Delivery Managers

Coaching and influencing Programme Managers, Project Managers and other

Change professionals in the business lines who are accountable to Change Delivery for reporting status and escalating risks/issues but do not directly report into the

Director of Change

Head of Learning & Development

Head of HR

Director of Finance

Director of Information Technology

Head Internal Communications

External

From time to time, the post holder will need with colleagues to help coordinate and support external suppliers and consultants

External vendors and suppliers

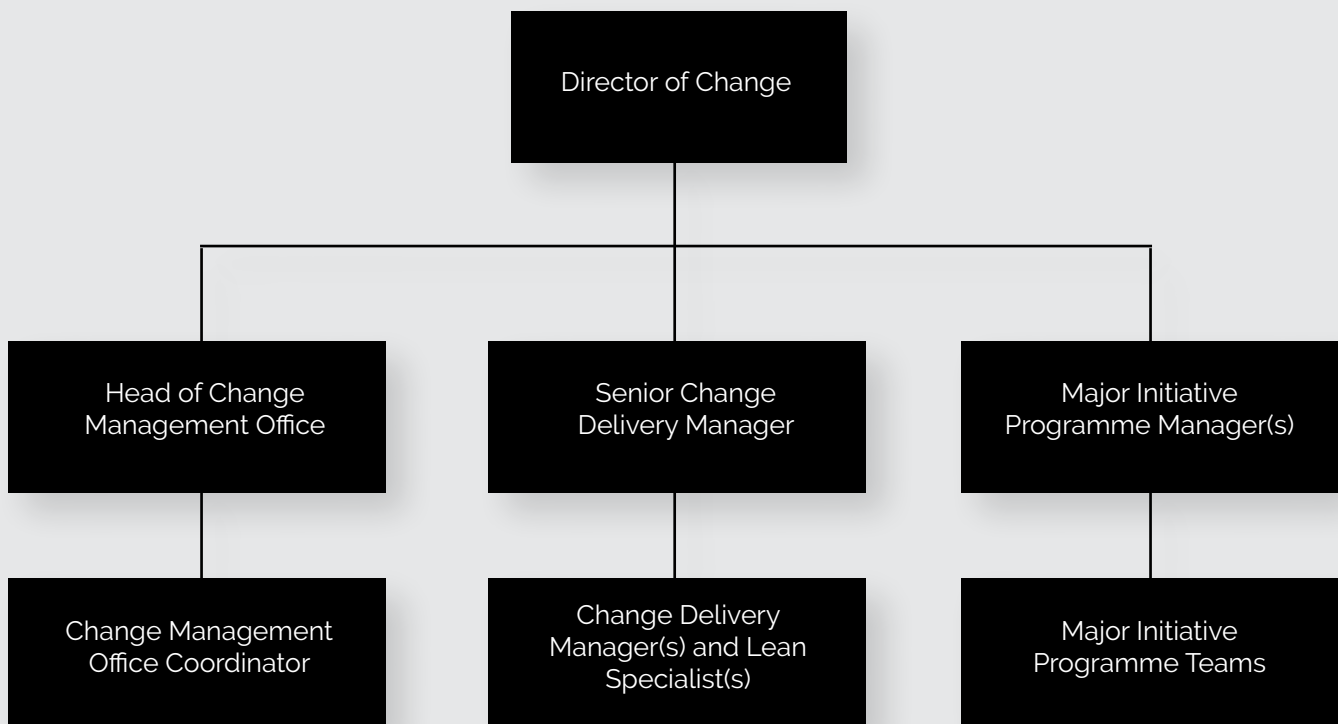
Role Summary

The Director of Change is the transformation lead for Marie Curie, ensuring consistent application of a best practice change delivery model that aligns with the organisational priorities to transform and change people, process, data, technology and external partners. The Director will lead the strengthening of our programme and project management capabilities and will work cross-functionally to drive an evolution in change delivery, governance, standards and reporting. This work is vital in ensuring the Charity realises changes which adhere to risk appetite, budget, schedule and 'bring to life' implementing our strategy. This includes strategic change projects, lean process improvements, organisational development work streams and cross-functional initiatives in which the team holds a change leadership role or to which it can provide support.

Management and Key Relationships

Team Structure

The Director of Change leads a newly created department responsible for delivering strategic change projects, governing programmes and projects across the organisation to high quality standards and using a consistent approach. The Change Delivery Department includes a Change Management Office responsible for governance, community and reporting and Change Delivery Team consisting of change managers, project managers, programme managers and lean six sigma specialists. The Change Management Office sets the change delivery standards, policies and procedures and the operational framework for programme and project management across the charity. The Change Delivery Team work on portfolios of projects and programmes prioritised by the Executive Leadership Team throughout the year.



Main Responsibilities

- Manage a team of change professionals supervising and guiding day-to-day work
- Act as an independent advisor and 'sounding board' on best practices relating to defining, designing and delivering change to the CEO and Executive Leadership Team
- Senior Transformation lead for Marie Curie
- Support the CEO with planning organisational development, operating model design, transformation planning 'bringing to life' the new strategy for Marie Curie
- Implement operating model recommendations for new change function 'bringing to life' new ways of working within the organisation and bedding these in
- Develop and embed lean and continual improvement management and other processes and training - paramount to our ongoing commitment to agile working and financial sustainability
- Lead change board meetings, to ensure transparent decision-making, investment prioritisation, communications, status reporting and timely risk escalation.
- Oversee quarterly change reporting for the Executive Leadership Team including status reports, risk/issue logs, dependency trackers, master schedules/roadmaps
- Troubleshoot unplanned and unexpected Change activity for resolution
- Facilitate review of new project (Project Initiation Document) requests and Business cases for consideration and review by the change committee
- Assess change demand and resources throughout the year
- Lead strategic and operational change initiatives throughout the year to support strategic problem solving and shape decision-making
- Working with colleagues across the wider charity, the post holder will also lead community activities aimed at engagement of staff and the best-practice management of change

General

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Marie Curie
- Adhere to all information governance, privacy and security policies, standards, guidelines and procedures; practise and promote secure behaviours
- Adhere to all Marie Curie policies and procedures at all times
- Actively promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering to Marie Curie policies on safeguarding
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role
- For designated roles, the post holder will be responsible for health & safety, information governance, business continuity planning and/or risk management. (These responsibilities will be notified on appointment)

Marie Curie is an inclusive employer who values diversity and is a Stonewall champion. We actively encourage and welcome applications from candidates of diverse cultures, perspectives and lived experiences.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

Person Specification

Educational/ Professional Qualifications

- Commitment to training and advanced skills developed in Project Management and Lean Six Sigma
- Educated to degree level or equivalent experience
- Desirable**
- Qualification in programme, project or change management or process improvement such as PRINCE2, P3O, PMP, CMMI, Prosci, TQM

Experience

- Proficient understanding of best practice portfolio and/or programmes standards, procedures and tools from inception to evaluation
- Experience of leading a programme of significant breadth and complexity preferably, though not necessarily, in the Third Sector
- Experience of influencing and delivering change at a senior level, preferably though not necessarily, within a Third Sector organisation
- Practical evidence of establishing and maintaining strong working relationships with a range of stakeholders, developing a positive personal and organisational profile and building trust
- Working to meet deadlines and objectives in a dynamic and fast- paced environment with continually changing priorities
- Providing written reporting and presentational materials of a high standard for varying audiences
- Delivering exceptional leadership - engaging, listening, challenging and communicating with stakeholders in order to support the management of change
- Developing requirements in partnership with colleagues and bringing everyone along for the journey of change
- Is able to think creatively with regards to the management of issues and operational matters
- Demonstrated ability to work from concept to shape cohesive structured operating models and change plans

Skills/Abilities

- Is capable and confident in presenting to and leading large groups of people in meetings and workshops
- Has strong consultative, listening and communication skills with the ability to adapt to a diverse range of people and staff across different levels of seniority, influencing and being assertive when required
- Self-driven, resilient, resourceful and tactful
- Places the priorities of the Charity above personal interest
- Ability to prioritise competing demands in ambiguous situations
- Proactive and able to work well with minimal supervision
- Excellent attention to detail and organisational skills
- Ability to support colleagues with empathy and patience who may have different levels of knowledge and professional experience
- Ability to adapt style according to environment and situation
- Nimble operator who understands the iterative and often experimental nature of Change work requires flexibility
- Proven track record of strong emotional intelligence

Technical skills

- Strong IT skills in all MS Office packages (especially Outlook, Word, Excel, Powerpoint)
- Excellent written and spoken communication skills
- Desirable**
- Working knowledge of SharePoint
- Advanced knowledge of Excel, Word and Powerpoint

Terms of Appointment

Salary	Competitive Salary
Location	Flexible with regular presence in London
Annual leave	25 days plus bank holidays
Other benefits	<ul style="list-style-type: none">• Marie Curie Group Personal Pension Scheme• Season ticket loan• Loan schemes for bikes; computers and satellite navigation systems



How to Apply

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact catherine.kift@starfishsearch.com or katy.giddens@starfishsearch.com and we will be happy to arrange a call.

To make an application, please go to <https://starfishsearch.com/jobs/marie-curie-director-of-change/> and click on the apply now button, with the following prepared:

- your CV (no more than three sides)
- a supporting statement that sets out why you think this role is the right move for you and how you meet the Experience and essential professional criteria
- we would be grateful if you would also tell us your current salary details and any dates when you are not available to attend interview

Closing date Monday 4th May 2020

Preliminary interviews with Starfish Search Throughout May 2020

Interviews with Marie Curie w/c 8th and w/c 15th June 2020





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