

St John
Ambulance



Change Director



Starfish

Welcome

Dear Applicant,

Thank you for your interest in this appointment. The ubiquity of the St John brand, and our rich history, give us a wonderful platform to build on as we continue to restore, consolidate and expand our organisation.

St John Ambulance is a significant and complex charity operating in a leading position in a modern and competitive world. Turning over around £100m annually, we respond to health emergencies, support communities, and save lives – relying on public donations to do so. Since the onset of Covid-19, we have provided over 1,000,000 hours of volunteer support to the NHS, on ambulances, in communities and caring for Covid-19 patients in hospitals as well as partnering with the NHS in vaccinating the nation.

As our journey of growth and cultural change continues, we are seeking a talented Change Director to join our senior team. Reporting to the Chief Information Officer, this role will spearhead the planning and delivery of our change portfolio. You will lead on initiating and framing the new transformation projects and programmes that are required to deliver the SJA strategy, ensuring that the roadmap, plans and milestones are clearly defined. You will also establish strong portfolio management disciplines to track and drive the successful delivery of the portfolio and provide leadership, guidance, coaching and support to project, programme and change managers right across the organisation.

Extensive experience of planning and shaping complex portfolios and programmes will be essential. You will also bring deep transformation delivery experience, spanning operation models, organisational, digital, and cultural change. We are looking for someone capable of establishing best practice portfolio management (including analysis and presentation of performance reports that help drive successful delivery) and who already offers a proven track record of successful programme and portfolio delivery, with experience of coaching, mentoring and supporting change teams to deliver challenging portfolios.

You will be an excellent problem solver with outstanding interpersonal and relationship skills. Cultural sensitivity and emotional intelligence will be important qualities in our changing organisation and you will be both self-aware and resilient.

If you believe you might have what we are looking for then we very much look forward to hearing from you.

Martin Houghton-Brown
Chief Executive



About St John Ambulance

The Order of St John is an international family of charities whose mission is to lead globally in first aid and medical responses to community healthcare needs. St John Ambulance is the nation's leading first aid training organisation, helping members of the public gain the skills that help them save lives where they live and work. We run one of the most successful training businesses in the UK, operating as a social enterprise within the charity's governance. We proudly educate over 800,000 people annually and turn over £50m in enterprise income each year.

Our employed ambulance crews are in action, day-in, day-out delivering vital patient transport and acting as back up to the NHS ambulance service. From our vibrant youth programmes to our world-class training, we empower people of all ages with lifesaving skills and the confidence to use them, every day. 2022 will mark our 100th anniversary of training young people, through our Cadet programme, in essential first aid skills, giving them the confidence to save lives.

Since 2020, we have been a leading player in the fight against the Covid-19 pandemic with more than 5,000 St John people having given their time to the front line supporting local communities and the NHS, providing ambulances and crew, supporting the delivery of care in hospitals and providing logistics to ensure supplies of equipment. More recently, we have recruited and deployed 27,000 volunteers as part of the Covid vaccination programme, representing the largest ever peacetime event for the charity.

Close to 50,000 volunteers and 1,600 employees are involved in providing and supporting St John's charitable services. St John Ambulance is a leading provider of youth services with over 10,000 young people engaged in a range of programmes from age 6-18. We are also active in a number of Universities with many hundreds of students participating in our student programmes.

Our charity proudly provides first aid and medical services at thousands of public events, from the London Marathon and Premier League football to the village fete and county shows. We are also a major commissioned provider of 24/7 ambulance support to NHS trusts as well as specialised services such as neo-natal transport.

Find out more

To find out more visit <https://www.sja.org.uk/>



Role Description

Role title	Change Director
Reports to	Chief Information Officer
Role purpose	Reporting to the Chief Information Officer, the Change Director will lead the planning and management of our change portfolio. They will lead on initiating and framing the new transformation projects and programmes that are required to deliver SJA strategy, ensuring that the roadmap, plans and milestones are clearly defined. They will establish strong portfolio management disciplines to track and drive the successful delivery of the portfolio. They will provide leadership, guidance, coaching and support to project and programme managers across the organisation.

Key responsibilities of the role

- Responsible for developing and planning the transformation roadmap and the associated projects and programmes that are needed to deliver SJA strategy.
- Work with the Digital and Technology Directors to establish/align the digital and technology roadmap that underpins this.
- Work with the Head of Insight and Impact to ensure the roadmap is driven by the impact we want to have on the communities we serve, and that the data needed for this is reflected in our designs.
- Work with the Director of Financial Planning and Insight to in translating SJA strategy into high quality business plans.
- Provide best practice and support to Directors in building these business plans.
- Working with project and programme managers to ensure projects and programmes are well framed and that clear, high-quality plans are put in place.
- Establishing robust portfolio management across the portfolio – from status and progress tracking through to establishing portfolio RAID – Risks, Assumption, Issues, Dependencies.
- Establishing more effective financial tracking across the portfolio – business case review, ongoing performance vs business case and stage/gate reviews.
- Ensuring that benefits management/realisation plans are in place for programmes, and that progress against these plans is monitored.
- Work hand in hand with the Digital Director to drive the successful delivery of the portfolio – including driving the resolution of key cross-portfolio issues.
- Building and developing a small cadre of project, programme and change managers across the organisation.
- Providing leadership, guidance, coaching and mentoring to project, programme and change managers (and line managing programme managers).
- Roll-out of project, programme and change management methods, tools and best practice.
- Work with CIO leadership team and the Digital & Intelligence network to build wider transformation, change, digital and Intelligence capability across the organisation – sponsors, product owners, process owners.
- Provide effective and consistent line management to direct reports creating a culture that is in line with SJA values and ensures effective service delivery and well-motivated and engaged staff.
- Implement a performance management culture in line with SJA policies, including making sure that 1-1s, Performance & Development Reviews and team meetings take place regularly with recorded outcomes.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

Person Specification

Please respond directly to the criteria listed under Knowledge and Experience in your supporting statement. Criteria listed under Parts Two and Three will be further tested at interview for selected candidates.

Part one

Knowledge and experience

- Deep professional experience of framing and implementing complex and multi-faceted change programmes.
- Demonstrable experience of designing, developing, documenting and monitoring transformation roadmaps.
- Strong experience of developing ongoing change portfolios and programmes which evolve over time.
- A successful track record of working with, and influencing, broad stakeholder groups at all levels and of all backgrounds within an organisation.
- Strong track record of operating at a senior level to provide strategic advice and counsel.

Part two

Skills and abilities

- Highly skilled in all aspects of complex programme planning and delivery, including compiling, analysing and presenting performance data and reports.
- Highly effective organisational skills with the ability to manage competing demands, priorities and deadlines.
- Able to build, lead and develop highly effective and motivated change and transformation teams.
- Outstanding persuasive and influencing skills that secure trust and confidence.
- Clear communication skills with the ability to present convincingly to communities throughout the organisation.

Part three

Leadership style and personal attributes

- Emotionally intelligent leadership style.
- Open to feedback and learning.
- Culturally and emotionally intelligent and is self-aware.
- Personally resilient.
- Role models a values-driven approach and personally supports the values and ethos of St John Ambulance.



Terms of Appointment

Salary	This role attracts a salary of circa £90,000. More may be available for an exceptional candidate. Starting salary will be dependent on experience.
Location	The role can be based anywhere in England and Wales but you must be available and willing to travel to London frequently.
Annual leave	For employees working five days per week, the annual leave entitlement is 25 days plus eight bank holidays. After three years' service it rises to 27 days and after five years it rises to 30 days. You can carry up to five days' leave into the following year and you can also buy or sell up to one week of annual leave.
Pension	Up to 8% matched employer contribution.
Wellbeing	A range of benefits including: employee assistance programme, wellbeing zone, gym discounts, cycle to work scheme, shopping, travel and cinema vouchers, financial education and assistance.



How to Apply

We hope you will consider making an application.

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

- your CV (no more than three sides)
- a short supporting statement (maximum two sides) that sets out why you are interested in joining our organisation, and in this role

We would be grateful if you would also tell us any dates when you are not available to attend interview.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date	Monday 11th April 2022
Preliminary interviews	w/c 2nd May 2022
Any informal conversations with stakeholders	w/c 9th May 2022
Candidate assessments (Hogan and Wave)	w/c 9th May 2022
Final interviews (with colleague workshops)	w/c 16th May or 23rd May 2022

