

ROLE PROFILE FOR CHANGE PORTFOLIO MANAGER

About the Church of England Pensions Board

The Church of England Pensions Board provides retirement services to those who serve or work for the Church. Both a regulated pension fund and registered charity, more than 43,000 people rely on us for their pensions. A global leader in ethical and responsible investment, we carefully steward the £3.3bn of pension savings entrusted to us to not only grow our members' pensions, but also to drive systemic and lasting change across the industries and sectors in which we invest for a just and sustainable world. The Board also supports 2,500 retired clergy with their housing plans, managing a national portfolio of 1,200 rented homes and Community Living options.

In just 2 years, the Board turns 100. As we approach that milestone, a key focus for us is how we better support customers with planning well and early for their financial future. We have some big innovative ideas in this space, which involves making changes to how we work within the Board. This new role will help us to make some of those ideas a reality, embedding a culture of continuous improvement within our team.

Our values

We include; you belong

We want the Pensions Board to be a great place to work. For us that starts with ensuring that everyone feels that they belong and are valued for who they are and what they contribute.

Living out our values in all that we do, we:

- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

The Pensions Board, acting as part of the national office functions (NCIs) of the Church of England, offers a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience, we are looking for them and we would like to hear from you.

What you'll be doing

March 2024

The purpose of this role is to enable the delivery of a portfolio of improvement and change initiatives, working with and across teams, senior leaders, and people managers to support delivery from definition to implementation.

The role will include supporting the initiation, definition, planning, delivery, and review/closure of a range of initiatives of varying complexity – aligned to our strategy. As our Portfolio Manager, we will be looking to you particularly to help us monitor delivery across this portfolio, working with the team to identify dependencies, cross-cutting risks and opportunities and putting in place plans to make change easier to do!

We are looking for someone with a track record of delivering customer-facing and transformational projects and initiatives. We need you to know your project management tools inside and out, but also understand when to flex the approach to get the best from the change and the team.

MAIN DUTIES AND RESPONSIBILITIES

Change Portfolio Management

- Enable delivery of a portfolio of improvement and change initiatives across the Housing team, ensuring change is monitored, managed, and supported effectively, working across teams, senior leaders, and people managers to support delivery from definition to implementation.
- Develop robust and deliverable project plans.
- Support the adoption of change management processes to ensure that all proposed projects and initiatives are fully defined, resourced, and delivered.
- Coach and mentor the team in effective delivery of change.
- Implement robust processes to help:
 - Monitor pace of delivery, identifying interdependencies, risks, and challenges.
 - Help the team to resolve issues, to enable effective delivery.
 - Embed a continuous improvement culture and way of delivering change for the long-term.
- Work with Senior Leaders and Team Leaders to embed a 'Sponsor' and 'Deliverer' approach, ensuring roles and expectations are clearly defined, bringing people with you on the change journey.
- Develop a 'learning environment' encouraging change leads to share experience and build skills on an ongoing basis.
- Establish the right KPIs to track change delivery and provide data to Senior Leaders on performance and forecasting.
- Tracking, monitoring, and reporting to senior colleagues.
- Identification and management of risk.

As we look to introduce new services in the future:

- Support the stand up of new services, including:
 - Tracking milestones, tasks, and dependencies across a complex programme of work.
 - Creating actionable, robust project plans for specific deliverables.
 - Identify risks/issues and put in place mitigation plans.
 - Facilitating workshops/processes to define and map new systems and customer journeys.
- Assess and manage the change impact, particularly into existing services.

Your job description is intended to reflect your main tasks and areas of work but is not exhaustive. Changes may occur over time, and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

About You

The Church of England is for everyone, and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

Essential

Knowledge/Experience

- Relevant training and qualifications e.g. in programme or portfolio management.
- Experience of supporting and delivering change and business improvement initiatives in complex organisational environments, and in aligning projects to organisational strategy
- Experience of managing project/portfolio delivery and change implementation.
- Experience of facilitating change programmes with colleagues at all levels.
- Experience of building engagement across teams and embedding change into BAU.
- Good understanding of resource and time management, and control processes.

Skills & Abilities:

- Excellent verbal and written communication skills,
- Excellent stakeholder management skills, including inspiring a team to work towards common goals.
- Good problem-solving skills e.g. both in identifying and resolving problems and pre-empting issues/constraints before they arise.
- Good planning skills including the ability to adjust plans as needed, taking into account how projects are interconnected with other parts of the organisation.
- Excellent attention to detail and a methodical approach to ensure the highest quality.
- Able to get down into the detail of a specific initiative, while maintaining a strategic view of the portfolio.

Desirable

- Professional experience in a financial services, pensions, or housing related field.

Vacancy Summary

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|---|---|
| JOB TITLE: | Change Portfolio Manager |
| NCI ENTITY: | The Church of England Pensions Board |
| DEPARTMENT: | Pension Board Secretariat |
| GRADE: | Band 3 Standard Point |
| SALARY: | £56,833 |
| WORKING HOURS: | 21 |
| PRIMARY OFFICE LOCATION: | Church House, Westminster |
| HYBRID WORK ARRANGEMENTS: | 1-2 days per week in the office, exact days change weekly |
| SUITABLE FOR FULL HOMEWORKING: | <input checked="" type="checkbox"/> |
| HOMEWORKING REQUIRED: | <input type="checkbox"/> |
| CONTRACT TYPE: | Fixed-Term 2 years |
| IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL | <input type="checkbox"/> Choose an item. |
| IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE? | <input type="checkbox"/> |
| ORACLE POSITION CODE: | Click or tap here to enter text. |
| COST CODE: | 31445 |

March 2024

PARENT POSITION: Change Programme Lead