

Service Change & Improvement Manager

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

Together we are help and hope for everyone living with dementia.

Our values

Our values tell everyone who we are as an organisation. Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us what we all stand for. Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are Determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Service Change & Improvement Manager

Position in the Organisation

Reports to the Head of Health and Social Care Partnerships and Improvements.

Member of our Commercial and Partnerships Team.

Part of our Dementia Support and Partnerships directorate.

Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

We are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialists and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people living with dementia and their carers.

As a senior leader in the Health and Social Care Partnerships and Improvements team, this role is responsible for leading the design, facilitation and planning of major and complex change and improvement initiatives, projects and programmes across the Dementia Support and Partnerships Directorate to support the organisation in achieving its strategic priorities.

The post-holder will communicate with an extensive range of internal stakeholders to ensure that the requirements of all projects undertaken are understood, evidence-informed and will deliver the required changes to realise identified benefits.

This role will ensure that formal governance processes for all change and improvement projects are in place and support the Service Change and Improvement team to embed them, ensuring that the development and implementation meets operational service requirements.

You will find creative solutions to complex problems and communicate these effectively using written, verbal and presentation skills.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A Trusted Expert who believes in working Better Together and demonstrates true Compassion.

Key Accountabilities and Responsibilities

- Ensuring that change and improvement initiatives, projects and programmes which enable the Society to achieve its strategic priorities are supported by a clear evidence base and robust governance.
- Providing direction to identify and develop approaches to prioritise and promote improvements across our operational service delivery which make greatest impact on service delivery outcomes, reach and our impact framework.
- Engaging with stakeholders to embed the requisite changes and/or improvements, including taking a proactive approach to informal updates, regular meetings and progress and/or evaluation reports.
- Ensuring that options for improvements and changes are informed by analysis of both quantitative and qualitative information, and that this information is used to prioritise activity.
- Using relevant information about the impact of improvement activity to inform future interventions and approaches.
- Allocating team resources to meet project deadlines and requirements, including forward forecasting to inform future interventions and approaches.
- Managing the reporting of progress on key activities to the Head of Health and Social Care Partnerships and Improvements, ensuring risks and opportunities are identified with key actions against each.

- Ensuring that each project or activity is planned, prioritised, implemented and monitored using Society approved project management methodologies as appropriate to the needs of the project.
- Developing and implement project specific procedures and methodologies, to control and measure costs, time, quality and risk. Use these to establish a robust change mechanism to monitor and evaluate all project changes.
- Taking the role of Information Asset Owner, in respect of information used by their team(s), if required.
- As line manager, providing support, development, inspiration, challenge, direction and recognition to the team.
- As a line manager, being responsible for developing our people, managing great and poor performance or behaviours.
- To undertake any other duties or projects commensurate with the nature and grade of this post as required.

We are looking for someone who can demonstrate:

- Adhere to all the Society's service standards, policies and procedures.
- Comply with data protection regulations, ensuring that client information remains confidential.
- Take responsibility for personal learning and development, supporting the learning and development of others and the wider organisation.
- Work in a way that supports inclusion, particularly for people affected by dementia.
- Implement the Society's health and safety policy and procedures, ensuring all work is carried out within a healthy and safe working environment and that staff and volunteers for whom you may be responsible understand their responsibilities.
- Organise and manage your own work so it is accurate, meets quality standards and is completed within reasonable deadlines and reporting requirements.
- Follow the Society's management information guidelines and requirements, including collecting and submitting appropriate monthly service usage measures by the required deadlines.

Person Specification and Selection Criteria

Skills & Knowledge	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Experience in project management	E	A/I
Knowledge and skills in the development of learning resources for professional audiences	E	A/I
Experience of practice in the delivery of support and services for vulnerable adults	D	A/I
Knowledge of how to evaluate learning interventions	E	A/I
Ability to work collaboratively and prioritise workload effectively, remaining focussed on deliverables	E	A/I
Excellent communication skills, both verbal and written	E	A/I

Competencies & Personal Attributes	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	E	A/I
Be a self-starter and incredibly motivated	E	A/I
Excellent organisational and timekeeping skills	E	A/I
Excellent attention to detail	E	A/I
Non-judgemental communication	E	A/I
Commitment to and understanding of equal opportunities	E	A/I
Understanding of the inclusion agenda and its relevance within a diverse society	E	A/I

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). If you require further information regarding Criminal Records Check, then please contact: careers@alzheimers.org.uk

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows - with up to 8% employer contribution rate
- Life Assurance Scheme - two times your annual salary
- Society Plus and Smart Spending App - giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave - 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave