# ROLE PROFILE

## Senior Change Operations Manager

| | | | | | |
|---|---|---|---|---|---|
| **Reports to:** | Head of Change Delivery Practices | | | | |
| **Grade:** | Senior Manager | | | **Job Family:** | Change |
| **Leadership Responsibility:** | Direct Reports: | 3/5 | Indirect Reports: | **Regulatory Information:** | Not Applicable |
| **Location:** | Coventry and Manchester Team-led hybrid working arrangements apply. | | | **Working hours:** | 35 |
| **Effective Date:** | V1 28/05/2026 | | | **WD Job Code:** | JC_1534 |

**ABOUT THE ROLE**

The Senior Change Operations Manager is responsible for ensuring that change delivery teams are appropriately resourced, operating to consistent standards, and supported with high-quality oversight and reporting. The role leads the organisation's delivery capability by managing a team of Delivery Leads, embedding best-practice ways of working, and enabling high-quality, predictable delivery outcomes. This role provides strategic and operational leadership across the change portfolio and acts as a central point of coordination for governance, performance insight, and delivery excellence.

You take full ownership of your budget, end to end delivery outcomes, and third-party dependencies. Through clear, timely communication, you ensure stakeholders both within CIDO and across the wider organisation are kept informed of progress, risks, and any changes that may impact delivery.

The role requires strong leadership, communication, and analytical skills, combined with the ability to foster collaboration across technical and business teams.

**ABOUT YOU**

You are an experienced delivery leader who thrives in complex environments and brings clarity, structure, and confidence to large scale change. You combine strong people leadership with deep delivery expertise, enabling teams to perform at their best while maintaining a strategic view of the entire portfolio.
You're highly organised, analytical, and comfortable making decisions based on data and insight. You know how to balance challenge with support, helping Delivery Leads and their teams grow, improve, and consistently deliver strong outcomes.

You enjoy shaping and embedding ways of working, taking pride in creating consistency, alignment, and continuous improvement across the organisation.

You build trusted relationships quickly and influence effectively at all levels. Whether working with senior leaders, Heads of Portfolios or the Senior Leadership team, you communicate with purpose, remain calm under pressure, and bring a pragmatic, solution-focused mindset.

Above all, you are passionate about delivery excellence ensuring teams are set up for success, resourced effectively, supported with high quality governance, and empowered to deliver value.

Highly self-aware and emotionally intelligent, you understand your impact on others and take time to understand all colleagues and help them to perform at their best

You will create a culture of continuous improvement. You learn from mistakes and use the experience to change how you and the team respond to similar situations in the future.

**REQUIREMENTS:**

- Proven experience managing and developing delivery
- Strong background in project, programme or portfolio delivery in complex environments.
- Demonstrated capability in delivery governance, risk management and assurance.
- Skilled in resource planning, workforce management and capacity modelling.
- Excellent analytical and reporting skills with the ability to convert metrics into insight.
- Extensive experience leading the successful delivery of complex, multi-disciplinary change initiatives across both programmatic and agile environments.
- Exceptional stakeholder management, communication, and influencing skills across all organisational levels.
- Excellent communication, coaching and facilitation skills.
- Highly organised, detail oriented and able to manage competing priorities.
- Experience operating as a senior delivery leader with responsibility for budgets, end-to-end delivery outcomes, and third-party relationships.
- Demonstrable experience influencing and aligning senior stakeholders across business and technology functions.
- Experience working in environments that require balancing strategic outcomes, architecture alignment, governance expectations, and commercial constraints.
- Professional certifications in Change Management, Product Management, or Project Delivery (e.g., Agile, PRINCE2 etc) are desirable.

| **YOUR KEY RESPONSIBILITIES**. (Additional detailed performance objectives will be set by your manager) | |
|---|---|
| **General Profile** | Key Responsibilities will include<br>• Provide strategic leadership across delivery governance, ways of working, and portfolio oversight.<br>• Maintain a holistic view of delivery performance, resourcing, and capability across the portfolio helping to create a central view within the change function.<br>• Act as the central point of alignment across the portfolio, oversighting resourcing options, driving consistency, quality, and predictability of delivery.<br>• Drive continuous improvement of methodologies, tools, reporting and standards.<br>• Role model best practice delivery behaviours, promoting a culture of clarity, accountability and collaboration.<br>• Build strong relationships with senior stakeholders across business and technical areas.<br>• Identify cross-team resourcing dependencies and coordinate actions to reduce delivery risk.<br>• Manage resource plans, capacity needs, and team allocation.<br>• Support the coordinate third-party contributions and ensure value for money.<br>• Provide day-to-day leadership of your delivery team fostering collaboration and accountability.<br>• Champion continuous improvement in delivery practices and ways of working.<br>• Ensure deliverables meet quality standards. |
| **People & Relationships** | • Line manage, coach, and develop Delivery Leads to build a high-performing, empowered delivery leadership team.<br>• Foster strong working relationships across CIDO and senior leadership.<br>• Create an environment of open communication, trust, and constructive challenge.<br>• Support capability uplift through mentoring, training, and community-of-practice activities.<br>• Champion a culture of continuous improvement, learning, and constructive challenge.<br>• Model inclusive leadership, ensuring diverse perspectives are actively sought and acted upon. |

| | |
|---|---|
| **Governance, Risk & Controls** | You will:<br>• Oversee portfolio level resourcing, ways of working and performance risks, issues, dependencies.<br>• Oversight the adherence to the Delivery framework, ensuring all governance and controls are met.<br>• Maintain transparent reporting (metrics, narrative, trends) that provides a clear view of health, risks, dependencies, and operational confidence.<br>• Ensure compliance with CIDO framework, standards, and drive timely closure of findings and actions.<br>• Operate robust risk, issue, assumption, and dependency (RAID) management with clear thresholds for escalation and intervention.<br>• Provide independent delivery assurance on critical milestones, releases, and readiness supporting and challenging your team constructively where standards aren't met. |
| **Impact, Scale & Influence** | You will:<br>• Shape delivery practice at an organisational level, defining standards that impact multiple programmes and teams.<br>• Influence senior leadership decisions through high quality reporting, insight and strategic foresight.<br>• Lead improvements that enhance delivery maturity, effectiveness and value delivery across the group.<br>• Operate with significant autonomy, responsible for a delivery leadership cohort and broad portfolio oversight.<br>• Act as a key voice in resource allocation and delivery planning discussions.<br>• Reinforce success measures (OKRs/KPIs) linking delivery performance to CIDO Goals<br>• Elevate organisational delivery capability by standardising best practices, tooling, and playbooks. |
| **Decision Making / Problem Solving** | You will:<br>• Make timely, evidence-based decisions, escalate proactively with well-formed options and recommendations.<br>• Use data (performance metrics, financials, risk indicators) to diagnose root causes, anticipate issues, and course-correct early.<br>• Balance pace with quality, optimising scope, time, cost, and risk to protect outcomes and benefits.<br>• Resolve cross-team conflicts and contention, negotiate pragmatic compromises that maintain strategic priority.<br>• Remove structural blockers (process, governance, resourcing, commercial) that impede flow, streamline handoffs and clarify ownership.<br>• Apply systems thinking to complex problems, considering upstream/downstream issues and operational impact.<br>• Facilitate solution framing and decision workshops, ensure decisions are recorded, communicated, and followed through.<br>• Continuously learn and adapt, capturing insights, updating plans, and embedding improvements into the operating model. |
| **Comparable Roles** | |