

ROLE PROFILE FOR
**HEAD OF IMPLEMENTATION &
INTEGRATION**

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 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 planning to be well housed in retirement, including managing a national portfolio of 1,200 rented homes and Community Living options.

Looking ahead, we have exciting plans to do more to support our customers with their retirement plans. We are therefore looking for an experienced change professional to join our team as the Head of Implementation & Integration with a particular focus on standing up new services and forms of support to our members, and ensure any new initiatives integrate well with existing services and teams.

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're looking for then we would like to hear from you.

What you'll be doing

The purpose of this role is to lead the implementation of new services, products and support to support our customers with their retirement plans. As well as getting into the 'nuts and bolts' of change delivery (e.g.

standing up new systems, processes, ways of working), this role will be responsible for cultivating partnerships with quality expert providers who can help our members access different forms of support. As a change leader within the Board, the Head of Implementation & Integration will also help develop a culture of continuous improvement and innovation within our teams.

MAIN DUTIES AND RESPONSIBILITIES

Implementation of new services

The main focus will be to lead the implementation of new customer-focused services including:

- Implementing the appropriate delivery model including processes, structures, systems, data, and ways of working
- Working collaboratively with colleagues within the Pensions Board and the national and local Church to ensure new services effectively integrate with existing avenues of support for members about their retirement planning.
- Establishing quality partnerships with expert providers– including running procurement exercises, putting in place appropriate contracts and mechanisms to support ongoing partnership management, creating and testing integrated customer journeys
- Working with Pensions Board and HR colleagues, agree right recruitment approach and bring in key resources for service delivery including resourcing, delivery model, products and services, customer experience, operations, customer engagement and governance.
- Where new services are implemented, establish appropriate KPIs, feedback and reporting mechanisms to demonstrate effective service delivery and encourage continued improvement/refinement.
- Work with technical experts to put in place required systems and data to enable future package, ensuring streamlined delivery and compliance with internal standards.
- Work with communications colleagues, to ensure there is a well thought through communications and engagement plan, that builds on existing communication channels, to create awareness, encourage involvement and engagement from customers

Continuous improvement

Working with Directors in relevant service areas:

- Support and enable agreed change and improvement deliverables, embedding business ownership of change
- Work with senior leadership teams and other colleagues to further develop and embed a culture of continuous improvement, coaching on best practice in change design and delivery.
- Oversee the embedding of a portfolio management approach to maintain an effective overview of inflight change initiatives, with appropriate reporting, controls and escalation, maintaining pace and engagement – reviewing progress frequently and adapting the approach as needed

Programme delivery

- Establish appropriate governance mechanisms for change, including programme level engagement and collaboration structures, reporting mechanisms and robust risk management
- Develop robust and deliverable project, programme and implementation plans
- Line manage/matrix manage change and implementation roles, delivering a high performing, engaged and inclusive delivery culture.
- Manage programme budgets of up to £500k

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

- Recent experience of implementing new services within an operational and customer focused environment
- Significant experience in implementing complex transformative change, including managing multiple workstreams in parallel, working across the programme lifecycle
- A track record in effective stakeholder management to achieve buy-in to change
- Experience of and building successful informal and formal partnerships to deliver goals, including setting up appropriate contracts and assurance mechanisms
- Experience of working in and leading multi-disciplinary teams in a complex environment
- Experience of designing and implementing effective engagement plans – with stakeholders and customers
- Formal industry recognised qualification in Programme, Portfolio Management or Strategic change implementation
- Good working knowledge of Microsoft products, and tools/techniques for tracking progress on deliverables.

Skills & Abilities:

- Good analytical and financial skills, including proven ability to make the most of tight budgets.
- Excellent attention to detail
- Excellent writing and verbal communication skills, and ability to present persuasively to different audiences
- Proven ability to build relationships, trust and credibility with a wide range of diverse stakeholders
- Able to harness the knowledge of others and build strong collaborative working relationships with colleagues of all levels and backgrounds
- Able to be rational, objective and unbiased when making decisions and taking action
- Enthusiastic about getting stuck into delivery, not just overseeing progress
- Able to learn quickly

Desirable

- Professional experience in a financial services, pensions or housing related field.
- Understanding of the structures of the Church of England
- Understanding of digital and systems development

Vacancy Summary

JOB TITLE: Head of Service Implementation & Integration

NCI ENTITY: The Church of England Pensions Board

DEPARTMENT: Pension Board Secretariat

GRADE: Band 1 Standard Point

SALARY: £82,157

WORKING HOURS: 35

PRIMARY OFFICE LOCATION: Church House, Westminster

HYBRID WORK ARRANGEMENTS: Minimum of 3-4 days per month in the office, with some
adhoc, in person meetings

**SUITABLE FOR FULL
HOMEWORKING:** ☒

HOMEWORKING REQUIRED: ☐

CONTRACT TYPE: 2 YEAR Fixed-Term

IS A DBS CHECK REQUIRED? ☐

IF YES, WHICH LEVEL N/A

**IS A FAITH-BASED GOR APPLICABLE
FOR THIS ROLE?** ☐

ORACLE POSITION CODE: 8103994

COST CODE: 31445

PARENT POSITION: Director of Strategy & Engagement