

# Job advert

## Can you bring radical, co-created change to a broken system?

We are enabling the co-design and delivery of a digitally enabled and evaluated needs-profiling pilot in two London boroughs through which we aim to radically transform neurodiversity support.

The Change Project Manager role is pivotal to co-designing and delivering this change.

**The problem:** In North West London alone, neurodevelopmental assessment waiting lists grow to over 8,000 children and young people each year. Children and families wait months while their needs escalate. The current diagnosis-led system is overwhelmed.

**The solution:** Our vision with needs profiling is to move away from a diagnosis-led medicalized culture towards a needs-led one that normalizes and addresses neurodevelopmental needs. We aspire to a child-led, digitally enabled conversation between pupil, parent and teacher — where strengths, needs and support are identified together. Early, tailored support comes first, with specialist MDT input wrapped around the child whenever needed, including diagnosis only if helpful.

Similar solutions show promise in pioneering sites like Portsmouth and Cambridgeshire but haven't yet been fully evaluated or digitally enabled. This work is also completely aligned with and enables the shifts to community delivered and holistic needs-based support outlined by both the SEND reforms and the neighbourhood integrated teams. We have the commitment of a coalition of families, schools, borough inclusion and early help teams and community child health teams who are determined to co-design and deliver this.

**Requirements of the Change Project Manager role:** As Change Project Manager you will bring all your energy, creativity, expertise, and empathy to bear in the development, execution, and management of this complex, co-designed system change. You will be an experienced project manager and programme delivery manager and an enterprising and entrepreneurial problem solver who can think laterally and navigate challenges. You will have a background in service design and transformation, especially in leveraging technology and data solutions to drive change and, ideally, will have worked on delivering solutions in health and social care. Our foundational principle for this change is that we will co-design and deliver it as a community network involving NHS, local authority, schools and families on an equal footing. You will contribute experience of and passion for engaging and facilitating diverse groups of stakeholders to come together and co-design and -deliver sustained change.

As one of a team of committed changemakers you will have the privilege of making a radical change to a broken system and unlocking the possibility of large-scale impact that allows families and the teams that support them to thrive. If, like us, you derive your energy from this work and can communicate your optimism and belief to others to help make difficult changemaking also fun and rewarding then you'll be in the best place doing your best work.

**About ICHP's role:** The Imperial College Health Partners (ICHP) team is supporting the system to co-design and deliver this pilot, enabling it with supporting technology, a full evaluation and sustainable growth. We are doing this as part of our wider Mission to support children and young people's mental health and neurodevelopmental needs.

**To apply:**

To apply, please send a CV and cover letter to Catherine Fraher [catherine.fraher@imperialcollegehealthpartners.com](mailto:catherine.fraher@imperialcollegehealthpartners.com)

In the cover letter, please tell us:

1. What motivates you to join this project
2. About a significant service transformation, you have delivered
3. What you consider to be your 'superpowers'.

Closing date: Monday July 20<sup>th</sup>, 2026

Salary: Equivalent to Band 8a; £66,274 - £73,496 pro-rata per annum

Term: 6-month FTC with possibility to extend up to 18 months.

Start date: September 2026.

# Job Description

<b>Job Title</b>	Change Project Manager - Needs Profiling pilot
<b>Organisation</b>	Imperial College Health Partners
<b>Pay Band</b>	Band 8a
<b>Salary</b>	£66,274 - £73,496 pro rata per annum (inclusive of HCAS)
<b>Accountable to</b>	Associate Director of Strategy & Insights / Associate Director of Innovation & Implementation
<b>Responsible to</b>	Senior Innovation Manager / Innovation Lead
<b>Location</b>	Hybrid Working/ Ferguson House, 15 Marylebone Road, London NW1 5JD
<b>Hours</b>	37.5 hours (with opportunity for flexible working)
<b>Location</b>	Central London office 1-2 days per week Spending time in pilot sites in Brent and Ealing
<b>Term</b>	Fixed term contract 6mth (September 2026 – February 2027) with possibility to extend up to 18mth
<b>Start date</b>	Start date September 2026
<b>Salary or grade</b>	Equivalent to Grade 8A with London weighting (See <a href="#">Pay scales for 2026/27   NHS Employers</a> ); £66,274 - £73,496 pro rata per annum
<b>Closing date</b>	Monday July 20 <sup>th</sup> 2026 We encourage you to apply early as we reserve the right to close the recruitment before the closing date.
<b>Interviews</b>	1 <sup>st</sup> round Teams interviews w/c 10 <sup>th</sup> August 2026 2 <sup>nd</sup> round in-person interviews w/c 17 <sup>th</sup> August 2026
<b>Questions</b>	Please attend our online Q&A webinar for this role on Monday 13 <sup>th</sup> July 4-5pm.

**Background and core purpose**

- **Our purpose:** We are enabling the co-design and delivery of a digitally enabled and evaluated needs profiling pilot in two London boroughs through which we aim to radically transform neurodiversity support. This role is pivotal to co-designing and delivering this change.
- **Our vision** is to move away from a diagnosis-led medicalized culture towards a needs-led one that normalizes and addresses neurodevelopmental needs. We aspire to a child-led, digitally enabled conversation between pupil, parent and teacher — where strengths, needs and support are identified together. Early, tailored support comes first, with specialist MDT input wrapped around the child whenever needed, including diagnosis only if helpful.
- **Why this is needed:** In North West London alone, neurodevelopmental assessment waiting lists grow to over 8,000 children and young people each year. Children and families wait months while their needs escalate. The current diagnosis-led system is overwhelmed. This work normalises neurodiversity – it's not a mental health issue; these are normal needs for all of us and our families. Making routine needs assessments freely available as part of a wider culture change in schools will open support up to many more young people including under-served and minoritised groups.
- **Why it will make a difference:** Needs profiling shifts the culture — from diagnosis to early understanding of needs, from deficits to strengths, from delay to action. It is showing promise in pioneering sites like Portsmouth and Cambridgeshire but hasn't yet been fully evaluated or digitally enabled. This work is also completely aligned with and enables the shifts to community delivered and holistic needs-based support outlined by both the SEND reforms and the neighbourhood integrated teams. We have the commitment of a coalition of families, schools, borough inclusion and early help teams and community child health teams who are determined to co-design and deliver this.
- **ICHP's role as part of our Mission:** The Imperial College Health Partners (ICHP) team is supporting the system to co-design and deliver this pilot, enabling it with supporting technology, a full evaluation and a sustainable growth plan if successful. We are doing this as part of our wider Mission to support children and young people's mental health and neurodevelopmental needs.
- **More about ICHP:** Imperial College Health Partners is a partnership organisation bringing together NHS providers of healthcare services, clinical commissioning groups and leading universities across North West London. We have been designated by NHS England as the Health Innovation

	<p>(HIN) for North West London, and we are one of 15 HINs across England which make up The Health Innovation Network. HINs were created by the NHS to support complex change across the health and care sector – innovating and collaborating for a healthier population. ICHP convenes our ecosystem to achieve greater impact through a deliberate and focused portfolio of innovation Missions which are multi-year efforts on the most complex healthcare challenges. There are three missions changing support and outcomes for Cardio-renal metabolic conditions, Children and young people’s mental health, and Obesity.</p> <p>We work collaboratively on a deliberate and focused portfolio of innovation Missions which are aligned with the wider NW London strategy. For more information, please visit <a href="http://www.imperialcollegehealthpartners.com">www.imperialcollegehealthpartners.com</a></p>
<p><b>Overall requirements</b></p>	<ul style="list-style-type: none"> <li>• As Change Project Manager you will bring all your energy, creativity, expertise, and empathy to bear in the development, execution, and management of this complex, co-designed system change.</li> <li>• You will be an experienced project manager and programme delivery manager with proven skills and practices in problem definition, scoping and planning, research and analysis, project management, and reflecting and learning.</li> <li>• You will be an enterprising and entrepreneurial problem solver who can think laterally and navigate challenges.</li> <li>• You will have a background in service design and transformation especially in leveraging technology and data solutions to drive change and, ideally, will have worked on delivering solutions in health and social care.</li> <li>• Our foundational principle for this change is that we will co-design and deliver it as a community network involving NHS, local authority, schools and families on an equal footing. You will contribute experience of and passion for engaging and facilitating diverse groups of stakeholders to come together and co-design and -deliver sustained change.</li> <li>• Our ICHP values are collaboration, courage, quality and impact and we look to work with people who equally prize these, role model them and support them in others.</li> <li>• As one of a team of committed changemakers you will have the privilege of making a radical change to a broken system and unlocking the possibility of large-scale impact that allows families and the teams that support them to thrive. If, like us, you derive your energy from this work and can communicate your optimism and belief to others to help make difficult changemaking also fun and rewarding then you’ll be in the best place doing your best work.</li> </ul>
<p><b>Context on pilot team and timings</b></p>	<ul style="list-style-type: none"> <li>• The pilot project team will consist of three Change project managers: a generalist change role, a clinical-facing change role and a SEND/schools-facing change role.</li> <li>• These report into the Mission Innovation Lead at ICHP who will give leadership, support and oversight alongside a local authority lead and clinical lead for each of the two pilot boroughs.</li> </ul>

	<ul style="list-style-type: none"> <li>• There is a steering committee for strategic decision-making and, for each borough, a working group to help represent and engage wider stakeholders and make recommendations.</li> <li>• You will be working with senior decisionmakers, colleagues and stakeholders who support this pilot including: WLT, CNWL and CLCH NHS trusts and community child health services; Brent and Ealing local authorities, inclusion and early help teams; schools; parent carer forums; VCSFEs; innovators; WNL integrated care board.</li> <li>• We will leverage specialist expertise as needed, for example in shaping the co-creation.</li> <li>• The pilots are already fully funded, and the key phases are expected to be as follows: Co design Sept 2026-Jan 2027, Decision to proceed based on updated plan and business case Jan 2027, Delivery Feb 2027-Oct 2027, Pilot Go live and evaluation Nov 2027 – Mar 2028.</li> <li>• Providing the Jan 2027 pilot plan and business case are approved by governance bodies we expect this role to extend from 6 months to 18 months.</li> </ul>
<p><b>Specific delivery responsibilities in this role</b></p>	<p>The specific responsibilities of the Change Project Manager include:</p> <ul style="list-style-type: none"> <li>• Project scoping and planning, project management and delivery</li> <li>• Stakeholder engagement and management including coordinating needs profiling pilot steering committee, wider cross-borough and expert advisory group, pilot borough working groups</li> <li>• Communications planning and delivery</li> <li>• Supporting co-design and co-delivery of pilot service from discovery to go-live and evaluation, including helping to ensure all stakeholders are well-represented throughout</li> <li>• Supporting the evaluation design and delivery. The evaluation will be delivered by a dedicated (IChP) evaluation team.</li> <li>• Technology requirements scoping through co-design, horizon scanning and market engagement, options development and assessment, procurement management and delivery project management.</li> <li>• Scoping through co-design the support resource bank of support resources for different needs and sourcing appropriate content.</li> <li>• Supporting resourcing and impact of pilot and rollout including sharing the pilot plan, business plan, reporting to stakeholders and governance bodies and development of the funding pipeline.</li> <li>• Please note that the specific responsibilities of the role will vary and evolve over time based on what emerges from the co-design and delivery and the strengths and needs of the pilot team and wider community team delivering this work.</li> </ul>
<p><b>General expectations of team members at this level</b></p>	
<p>Project scoping and planning</p>	<ul style="list-style-type: none"> <li>• You play a lead role in the development of project plans, ensuring that the work we do is directly related to solving / resolving the problem we are trying to address, within the available timeframe and resource envelope.</li> <li>• You proactively look within the organisation for examples of similar projects we have undertaken and involve colleagues (and external specialists) who have expertise in this area of work; and you</li> </ul>

	<p>consider the range of skills in the organisation to make proposals about the team resources required to undertake the work successfully.</p> <ul style="list-style-type: none"> <li>• You determine the planning of appropriate tasks within the project, giving consideration to a wide range of complex activities, including co-design, stakeholder management, leveraging expert advisors and project governance groups; and you make informed judgements about the phasing and feasibility of tasks given decision-points, governance meetings and project resources</li> <li>• You apply recognised methods of project planning and documentation, providing support to others; and you regularly check back to see that the scope and plan remains relevant for the work being undertaken, proposing options where this needs to be reviewed.</li> </ul>
Problem definition	<ul style="list-style-type: none"> <li>• You play a significant role in clarifying the problem that our work is trying to solve. You explore the context of the situation, the stated and unstated issues that shape the request for support, and you support partners to reflect productively on what they are wanting to address and why.</li> <li>• You apply recognised methods of issues analysis and problem definition, with support from others.</li> </ul>
Research and analysis	<ul style="list-style-type: none"> <li>• You are responsible for selecting appropriate methods of research to address the problem, giving consideration to qualitative and quantitative methods; and making recommendations about the most suitable and feasible approach given practical constraints of time and resources. You will involve domain experts from within ICHP's various skills centres.</li> <li>• You are responsible for ensuring that research approaches are appropriately rigorous and systematic (i.e. proportionate to the scope of the task), and that it incorporates processes to review best practice and horizon scanning where relevant</li> <li>• You will ensure that research and analysis findings and conclusions undergo relevant quality checks and quality assurance, finding collaborative and constructive ways to help build conversations about the interpretation of evidence within a project (e.g. by setting up and participating in internal review sessions).</li> <li>• You are responsible for undertaking (and supporting others to undertake) the systematic collation of information from relevant and robust sources, bringing together different types of evidence (including national guidance, clinical experts, patient representatives, published research, and novel data analysis).</li> <li>• You are responsible for assessing (and supporting others to assess) the reliability and relevance of different evidence in relation to the project, making highly complex judgements about (and documenting) what to include in formal analyses and what to discount, and working with colleagues and clients to build a shared understanding of (and support for) these decisions.</li> <li>• You are responsible for synthesising (and supporting others to synthesise) evidence in a clear and systematic way, taking into account the need to weigh evidence and handle conflicting data, and to describe clear and reasoned conclusions and recommendations that follow from the evidence available.</li> </ul>

	<ul style="list-style-type: none"> <li>You are responsible for finding clear and compelling ways to present analysis to a wide variety of stakeholders (and supporting others to do the same) – using appropriate formats, such as written documents or graphical representations. Your analysis will ensure that what is described is directly and explicitly relevant to the project problem definition, and able to inform action.</li> </ul>
Project management and delivery	<ul style="list-style-type: none"> <li>You are responsible for the delivery of defined areas within the project, coordinating your own work and that of others, and ensuring quality standards are met and that work is delivered in a cost-effective way, working with colleagues to adjust plans as required</li> <li>You are responsible for keeping an overview of the project and ensuring that progress on your own tasks, and those of others, are visible and on track; and that appropriate team conversations happen, and action is taken, where the project is off-track.</li> <li>You are responsible for the development of systems to manage and report on the progress of the project to oversight and governance bodies, supporting colleagues to keep plans up to date; and you will ensure that timely and clear updates are available as required.</li> <li>You seek to apply recognised methods of project management and documentation, providing support to others; and you actively consider project risks and issues, taking action to mitigate and escalate, as required.</li> <li>You support in providing guidance and management on the procurement of identified products, equipment, services and facilities – relevant to a project – placing orders and signing invoices where mandated, keeping mindful of budget limitations; and you act in a way that is compliant with Standing Orders and Standing Financial Instructions in the discharge of budget management responsibilities.</li> </ul>
Stakeholder engagement and relationship management	<ul style="list-style-type: none"> <li>You are responsible for engaging constructively with a wide range of cross-system stakeholders on the development of the pilot. You will be able to build key relationships and maintain networks to ensure the delivery of projects.</li> <li>You will have responsibility for the engagement, coordination and strengthening of the pilot steering committee, wider cross-borough advisory group, and pilot borough working groups.</li> <li>You support good relationship management across a project team, and across the organisation.</li> <li>You take responsibility for understanding of the stakeholder's context and challenges, and for developing and maintaining complex relationships across a portfolio of work, dealing (when necessary and appropriate) with potentially challenging and/or antagonistic situations with stakeholders within change programmes for successful outcomes.</li> <li>You can navigate significant ambiguity and can form judgements about action based on reasoned assessment of the context, with direction where required; and you can develop more strategic and recurrent relationships, increasingly being seen as a source of advice or expertise by some external stakeholders</li> <li>You will work with external stakeholders to establish clear and realistic expectations about projects (including milestones, risks and issues); and you can engage productively with project stakeholders</li> </ul>

	<p>when risks or issues arise, and find practical solutions for resolution, escalating matters in a timely fashion where needed.</p>
Communication	<ul style="list-style-type: none"> <li>• You are able to convey and discuss complex matters, issues and ideas and/or in complex situations, and you are persuasive in putting forward your own view, and that of the organisation, demonstrating good styles and form of argument and logic.</li> <li>• You will be able to confidently employ a variety of styles of written and verbal communication (including email, written reports, meetings, presentations); and you can exercise good judgement to ensure that the content of communications are relevant, proportionate, and communicated in a style that is appropriate for the situation.</li> <li>• You can identify the impact of contextual factors on communication, and adapt communication to take account of others' culture, background and preferred way of communicating.</li> <li>• You ensure that your communication exhibits the highest standards of integrity and respectfulness; and that the form and style that you use is suitable, understandable and professional.</li> <li>• You encourage and support effective communication between all involved, anticipating barriers to communication and taking action to improve communication</li> <li>• You develop and maintain respectful and clear communication with people and can maintain this when communicating about difficult matters and/or in difficult situations.</li> <li>• You are proactive in seeking out different styles and methods of communication to assist longer term needs and aims.</li> </ul>
Quality and improvement	<ul style="list-style-type: none"> <li>• You are responsible for delivering high quality consistently, and encouraging others to do so, applying and refining recognised methods as set out within the organisation's skills centres.</li> <li>• You will work with self-direction and autonomy demonstrating an ability to prioritise your own workload and manage your time to ensure priorities are met and quality is not compromised; and you act within the limits of your own competence and area of responsibility and accountability, seeking help and advice where needed.</li> <li>• You will work to support the team and the organisation overall, being supportive when people ask for help or support, within reasonable expectations of your capacity and capability.</li> <li>• You actively contribute to improving quality by developing and refining skills methods and approaches, sharing and promoting these across the organisation, and taking action where there is a persistent problem with quality.</li> </ul>
Reflecting and learning	<ul style="list-style-type: none"> <li>• You participate in structured processes of learning and skills development through the core skills centre teaching sessions, and you actively seek to put these into practice in project work.</li> <li>• You participate in formal and informal processes of reflection and learning at the end of projects; and you recognise and celebrate successes as well as identifying opportunities for improvement.</li> </ul>

	<ul style="list-style-type: none"> <li>You play a significant role in documenting and sharing lessons learnt and actively contribute to the development / refinement of methods of practice, showing thought leadership in some defined areas.</li> </ul>
Personal and people	<ul style="list-style-type: none"> <li>You show leadership by example, taking ownership of your responsibilities, and being willing to be held to accountable for delivery.</li> <li>You role-model ethical behaviours and the ICHP values of collaboration, courage, quality and impact, developing and communicating standards and expected levels of performance</li> <li>You will seek feedback from others about your work to help identify positive practices and development needs; and you will seek to develop your own skills and knowledge.</li> <li>You will work with your manager to identify development needs in relation to current and emerging work demands, and your future career aspirations, and seek support and opportunities for training and 'on the job' learning.</li> <li>You may be responsible for project-based team management of middle grade staff (Band 6 &amp; 7). In these relationships you will provide developmental support and, where applicable, formal assessment and management of performance, following appropriate organisational policies.</li> <li>You will support others to develop by providing specific and actionable feedback, delivered in a constructive and respectful manner; you will offer help and guidance to others, where appropriate, to support their development or to help them complete their work requirements effectively; and you will proactively identify opportunities for line reports to build and apply their skills in emerging projects that align with their capabilities and development objectives.</li> <li>You actively support a culture of learning and development in the organisation and provide direct support to line reports to reflect on performance and development needs. In so doing, you will use structured tools (such as the NHS Knowledge and Skills Framework) ensuring that line reports have a relevant and up-to-date set of objectives and development actions, set out within a Personal Development Plan, alongside completion of mandatory training requirements.</li> </ul>

## Experience

Area	Essential	Desirable	Assessment
<b>Values, behaviours &amp; personal attributes</b>			
Demonstrable commitment to the organisation's values, which are: collaboration, courage, quality, and impact. Commitment to focus on quality, to promotes high standard, and to consistently improve patient outcomes.	<b>X</b>		<b>A/I</b>

Demonstrate and promote high standards of quality customer care to both internal and external customers	X		A/I
Problem solving and can-do attitude	X		A/I
Commitment to continual improvement	X		A/I
Flexibility to look beyond existing structures, ways of working to produce more effective and innovative means of working.	X		A/I
Exercise tenacity in completing tasks set and asking for help when struggling with an aspect of your role	X		A/I
Methodical in approach, with a good attention to detail.	X		A/I
Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others	X		A/I
Self-awareness in terms of emotional intelligence, biases and personal triggers with cultural sensitivity and awareness. Able to use and act on feedback from others on your performance and behaviour.	X		A/I
Professional in matters of confidentiality, security, integrity, honesty, performance, attendance, and appearance	X		A/I
Health clearance by Occupational Health for the specified role	X		A/I
<b>Skills and capabilities</b>			
Ability to work autonomously without supervision, making decisions or requesting management support as appropriate	X		A/I
Ability to prioritise workload effectively within a fast-paced and pressured environment, and work to strict deadlines using a systematic approach	X		A/I
Competent at working with quantitative and qualitative data to deliver relevant, robust, and action-oriented conclusions	X		A/I
Advanced level of working with Microsoft Office to produce reports, letters, presentations, spreadsheets and email correspondence	X		A/I
Excellent written and communication skills with the confidence to present and communicate effectively with different audiences	X		A/I
Developed communication skills for delivering key messages to a range of stakeholders both internal and external to the organisation, some at very senior level	X		A/I
Ability to work as part of a team and establish and maintain good working relationships	X		A/I
Well-organised, able to prioritise, and flexible to with emergence of issues in a rapidly changing, dynamic environment. Ability to anticipate issues and create solutions and to resolve problems in relation to project or service delivery	X		A/I
Ability to build trusted stakeholder relationships and wide support networks in a political context.	X		A/I

Ability to lead people with vision and integrity, demonstrating the courage to do the right thing.		X	A/I
Ability to motivate high performing teams, mobilising individuals, and teams around shared goals.		X	A/I
Ability to build effective partnerships, common purpose, and shared understanding across a range of diverse and competing views.	X		A/I
<b>Knowledge and experience</b>			
Overview knowledge and understanding of the NHS, including the funding and organisational realities	X		A/I
Experience in delivering complex healthcare-related improvement projects and programmes, and working alongside senior clinical and operational professionals	X		A/I
Experience working in a clinical role, ideally in children and young people's health, mental health and/or neurodevelopmental support		X	
Experience in service design and transformation	X		
Experience in technology and data enabled service transformation	X		
Experience in co-creation methods, collaborating with lived experience and other stakeholders to co-design and co-deliver a service transformation	X		
Knowledge health research methods, health research methods, and systems thinking	X		A/I
Experience in managing a budget		X	A/I
Experience in leading managing middle-grade (Band 6/7) and senior staff (Band 8+) staff		X	A/I
Experience of working at a senior level in health service, local authority, academic, or related field		X	A/I
Proven experience of establishing and leading on national strategic work in relation to policy development, operations, and systems		X	A/I
<b>Qualifications</b>			
Bachelors qualification or equivalent experience	X		A/I/C
Master's Degree qualification or equivalent experience (especially within the health sector)		X	A/I/C
Experience in the management of complex projects	X		A/I/C
Evidence of post qualifying and continuing professional development.		X	A/I/C

\*Assessment with reference to: A=Application form | I=Interview | C=Certificate