

Project and Change Management Specialist

Centre for Effective Services (CES)

Role Profile

November 2025



Title: Project and Change Management Specialist
Employer: The Centre for Effective Services - CES
Location: Hybrid: CES Offices (Dublin) and remote working
Duration: 2-year fixed term contract
Hours: Full-time (37.5 hours per week) but part-time options will be considered.

About CES

CES aims to improve the lives of people living in Ireland and Northern Ireland by supporting the implementation of excellent public services through evidence informed policy and practice. We work with government departments and service providers to design, develop, implement and evaluate public policies and services.

CES is a not for profit, all island organisation established in 2008. An early focus on children and young people is still important to our work, and we have expanded our work in health, social care, education, justice and housing. Originally funded through philanthropic and state grants, CES is increasingly funded through income generation in providing expert support aligned with our charitable status.

Read our latest organisational strategy 'Partnerships, Profile, People' [here](#).

Our Values

The following values are important to us in how we approach our work:

- Collaboration
- Creativity
- Equity
- Evidence
- Learning

Working at CES

Our team combines expertise relevant to our work, including implementation and change management; research, evaluation and evidence synthesis; policy and practice; knowledge and communications; finance and governance. Our work at CES is made possible by the commitment of our staff. We welcome people with a wide range of skills, from different backgrounds, sectors and disciplines. Staff at CES have the opportunity to work on projects in Ireland, Northern Ireland, or on an all-island basis. We provide our staff with work which is rewarding, challenging and which makes a difference to people living in our communities. We offer flexibility, opportunities to learn, reflect and progress.

Location

This position is based in CES's offices in Dublin. CES is operating a hybrid working model. Due to the all-island nature of CES' work, there may be a requirement to travel from time to time including to CES's office in Belfast or to other locations in Ireland including client offices.

Context for this role

The ideal candidate will support our partner teams to successfully execute and deliver projects and programmes that will lead to the design and implementation of improved public services. They will be specialists in Project, Programme and Change Management.

Key responsibilities

The Project Specialist will be required to successfully deliver in the following areas:

Project and Programme management

- Support development and establishment of appropriate delivery and governance structures that assures effective oversight of projects, programmes and portfolios.
- Support development of detailed and appropriate project/programme plans that enables delivery, including clear identification of cross functional/cross workstream dependencies.
- Support cross project and programme analysis, identify and manage inter-dependencies and key risks.
- Support project managers, project teams and sponsors on delivery of multiple projects.

Leadership in Stakeholder Management

- Assist team with conducting stakeholder analysis to inform development of fit-for-purpose stakeholder management plans, communication plans and, where applicable, change management plans.
- Work closely and effectively with management and project teams securing the buy-in and involvement of the key stakeholders to project activities.
- Support the Sponsor and Project Teams to facilitate ongoing effective project/programme communications.
- Review and assure appropriateness of the content of key activity reports.
- Produce and present presentations, reports and documents to senior management.
- Facilitate steering committees, stakeholders and project teams where required.

Leading in Reporting and Analytics

- Guide the development of appropriate reporting and progress monitoring requirements to enable management of the projects, programmes and portfolio.
- Support the sponsor with the specification and design of standard and ad-hoc graphical analysis reports, dashboards, status reports, project metrics and reporting.
- Support project teams in the review of metrics and project/programme status reports to identify project/programme performance issues that require attention, with specific focus on (1) ensuring that cross-project dependencies are actively monitored and managed and (2) that the overall portfolio of work remains on track.
- Perform analysis of reports and metrics to identify project structure issues, opportunities for improvement, and potential future project management risks.

Building Capacity

- Support team members with advancement of project management methodology and frameworks and, where necessary, support delivery of appropriate training to key team members.
- Provide expert guidance to project managers, sponsors and implementation groups on programmatic approaches, governance and supporting structures.
- Build capacity on tracking and monitoring the portfolio of projects on timeline, stage delivery and quality.
- Facilitate groups in logic modelling, process analysis, data analysis, requirements gathering and workshops.

Leading in Standards and Processes

- Lead in rolling out project management process and improvement through coaching, best practice and adoption of lessons learned.
- Support in development and refinement of processes for quality, compliance and risk management.
- Provide project assurance, recommendations of project issue resolution based on methodology.
- Support identification and implementation of best practice, process optimisation, collaboration efforts and continuous improvement initiatives
- Contributing to the development of the wider CES organisation.
- Leadership of CES and non CES people, supporting collaborative working to achieve integrated solutions.

This list is not exhaustive and may vary from time to time.

Person specification

Candidates must demonstrate how they meet these essential skills and experience criteria.

Essential skills and experience

- Bachelor's degree in a related field and/or a minimum of 3 years equivalent and relevant work experience.
- A minimum of 3 years' Project Management experience using structured methodologies.
- Programme Management experience in establishing and delivering large scale programmes.
- Demonstrated track record in Project Management and Change Management methodologies and practices.
- Skilled in process design.
- Experience in leading people into using new methodologies and practices and managing the embedding of new processes.
- Expert project management knowledge - PRINCE2 certification or Project Management Professional (PMP) or equivalent experience.
- Experience in managing technical and subject matter expert teams.
- Knowledge and experience of continuous process improvement methods such as Lean.
- Demonstrated track record of building strong working relationships with Senior management and subject matter experts.
- Demonstrable interest and passion in engaging with and delivering on better outcomes for service users.
- Exceptional written and verbal communication skills.
- Exceptional reporting and analytics skills.
- Team building, and coaching/mentoring skills.
- Strong analytic and problem-solving skills.

Desirable Skills / Competencies

At least one of the following:

- Experience in the healthcare sector – primary, secondary, tertiary, or voluntary.
- Experience with eHealth Programmes/eGovernment Programmes.
- Experience in training in change methodologies

- Service Design and Development: experience in use of design thinking methodologies, service design tools and methodologies, such as journey mapping, service blueprints, prototyping, user research, and persona development.

Reporting to:

A Director or Senior Project Specialist at CES.

Contract

2-year fixed term contract. The role is full time (37½ hours per week) but part-time options will be considered.

Why apply for this post?

- The salary for this role will be determined based on the candidate's level of experience, in alignment with the specified salary band:
Project Specialist Band 1 €33,812 – €50,000
Project Specialist Band 2 €53,955 – €70,170
- CES makes a matched contribution of up to 5% of annual salary to a designated pension scheme after completion of a probationary period.
- Access to a range of flexible working options.
- Excellent training and development opportunities.
- Access to a focused employment wellbeing programme.
- Cycle to Work Scheme supported.
- Tax saver travel ticket scheme supported.
- Opportunity to work on projects in other CES locations.
- Opportunity to work towards meaningful social change in the not-for-profit sector.

How to apply

To apply, please forward your Curriculum Vitae with cover letter to recruitment@effectiveservices.org. Your cover letter should detail what attracts you to the role and to CES and how your experience meets the essential and desirable criteria.

The closing date for receipt of applications is **5pm on Friday, 28 November 2025.**

To be considered for this role, candidates must be legally eligible to work in Ireland.

Queries can be addressed in confidence to recruitment@effectiveservices.org

As a result of this competition a panel may be formed from which future similar vacancies in CES may be filled. This panel will remain active for a maximum period of 12 months.

Equal Opportunities

We are an equal opportunity employer and value diversity at CES. Should you require accommodations or assistance during our recruitment process due to a disability, please contact recruitment@effectiveservices.org for support.

For more details on our recruitment process, please see CES recruitment policy [here](#).

Data Protection

The personal data that we collect as part of this recruitment competition will be processed, stored and retained in line with data protection legislation and CES' Data Protection and Privacy Policies. You will find details on how we process your data in our Privacy Statement [here](#). For further queries on data protection, please contact us on dataprotection@effectiveservices.org.