

# Senior Project Specialist - Change and Improvement

Centre for Effective Services (CES)

Role Profile  
January 2026



**Title:** Senior Project Specialist - Change and Improvement  
**Employer:** The Centre for Effective Services - CES  
**Location:** Hybrid: CES Offices (Dublin) and remote working  
**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 the Role

CES has an established reputation for supporting organisations with the design, development and implementation of public services, oftentimes involving significant change. With this, CES supports its customers to set-up and execute complex large-scale programmes applying structured methodology and evidenced-informed approaches to underpin the work. CES team members bring to these programmes core skills in programme management, strategic transformational change,

operational and systems improvement, collaborative working, facilitation and stakeholder relationship management.

### Key objective for the role

The successful candidate will be a specialist in Programme Management and Change Management with an emphasis on strategic change. The Senior Project Specialist will work within the CES Change and Improvement Team supporting the Director to develop, oversee and manage the overall expanding portfolio of work and in doing so, help to facilitate the effective design, implementation and roll out of the work programme.

### Key responsibilities

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

#### **Programme Management and Delivery**

- Providing expert programme management and change management support and insights to support CES and customer teams with set-up, execution and delivery of complex large-scale programmes of work. Guide the daily work including serving as Project Oversight for projects and/or as Project Lead for key projects.  
Supporting with developing and delivering the overall portfolio of improvement and change including engagement with the key stakeholders in building the portfolio of projects.
- Providing leadership to achieve the CES team's full capability, ensuring that development of the team and that its performance is maintained.
- Managing, tracking and reporting on portfolio of work including risks, issues and resource requirements.
- Managing budgets and producing budget reports.

#### **Methodology and Standards**

- Ensuring project, programme and change management methodologies are deployed to a defined standard throughout the portfolio.
- Ensuring continuous improvement in change management skills.

#### **Capacity and Knowledge**

- Ensuring appropriate support to the customer organisation(s) to enable effective implementation of service improvement and change, including building capacity and services in programmatic approaches, governance and supporting structures, project management and implementation skills.
- Supporting programme managers and project managers (CES and customer) in resolution of key risks and issues throughout life cycle, while ensuring continuous improvement in programme and project delivery.
- Providing direction, facilitation, training and guidance to customer staff and stakeholders.
- Ensuring appropriate programme assurance process is in place.
- Determining how results will be measured and supporting project managers and sponsors in the completion of post project evaluations to determine results.

## **Reporting**

- Reporting on the status of the portfolio and individual programmes, identifying and managing improvements, risks and issues.
- Data analysis of programme and portfolio metrics, documenting and communicating recommendations.
- Supporting appropriate use of data to drive decision making and continuous quality improvement.
- Contributing to the development of new and innovative systems for reporting, decision support / service improvement activities for internal and external stakeholders.

## **Relationship Management**

- Building and maintaining excellent relationships with key customer contacts.
- Supporting Senior Management in strategic decision-making regarding Improvement and Change Programmes.
- Influencing and gaining buy-in of customer senior management and staff in leading significant change in complex organisation and environments.
- Leadership of CES and non CES people, supporting collaborative working to achieve integrated solutions.

## **Leadership and setting direction**

- Providing leadership and support across the portfolio for prioritised and agreed service improvements, programmes and projects ensuring timely and appropriate delivery.
- Ensuring a consistent approach to service improvement activities based on best practice and using recognised tools and methodologies.
- Development of new and innovative ways of working with a wide range of stakeholders.
- Line Management of CES Project Specialist and Project Support staff.
- Deputising for Director as required.
- Maintaining and developing your area of expertise and that of your team, keeping abreast of best practice developments, technical and clinical advances.

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

## **Qualifications and Skills Required**

### **Essential Criteria**

- Bachelor's degree in a related field and/or a minimum of 5 years of equivalent work experience.
- Experience in a range of organisational cultures over a minimum of 15 years. This should include experience in senior positions involving large programmatic change, in the design and implementation of transformational programmes with external clients and in achieving measurable results from transformation programmes
- Project Management Professional (PMP) certification or equivalent experience required
- Expertise in implementation using programmatic processes and structures for implementation.
- Experience and demonstrated track record of building strong working relationships with senior management.

- Demonstrable interest and passion in engaging with and delivering on better outcomes for service users.
- Ability to manage budgets and produce budget reports.
- Experience in leading people into using new methodologies and practices and managing the embedding of new processes.
- Exceptional written and verbal communication skills as well as strong presentation skills.
- Exceptional reporting, analytics and problem-solving skills.

### **Desirable Criteria**

- Experience in the healthcare sector – primary, secondary, tertiary or voluntary.
- People Management experience including line management and staff development.

### **How to apply**

To apply, please forward your Curriculum Vitae with cover letter to [recruitment@effectiveservices.org](mailto: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. (Please include “Internal Recruitment – Senior Project Specialist” in the subject line)

The closing date for receipt of applications is **5pm on Wednesday, 21 January 2026.**

Queries can be addressed in confidence to [hr@effectiveservices.org](mailto:hr@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](mailto:recruitment@effectiveservices.org) for support.

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