

Rose Dickinson

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Profile

Motivated and results-driven change management professional with a background in education and communications. 5+ years of experience supporting senior leaders to achieve political objectives through solutions and implementing change strategies across varied portfolios, including regulation, sustainability and organisational transformation. Skilled in problem-solving, strategic campaigns and overcoming barriers to change adoption. SME for stakeholder engagement in my organisation and senior practitioner coach with the European Council for Coaching and Mentoring, leveraging deep communication skills to drive collaboration and impact in dynamic, fast-paced environments.

Education and Certifications

Diploma in Transformative Coaching (2024), Animas Centre for Coaching

Regulatory Policy Postgraduate Programme (2023), King's College London

Change Management Practitioner (2021), Agile Change Coach (2022) | APMG International

Advanced Certificate in Project Management (2020), Metropolitan School of Business (London)

MA Teaching English as a Second Language - Distinction (2017), University of Kent

BA Linguistics - First class honours (2016), University of Kent

Employment

Policy Officer - Governance and Communities | Government of Jersey | September 2021 - Present

- **Agile change delivery:** Practical application of methodology such as Prosci and ADKAR to drive service improvements in the civil service. Implemented a suite of regulatory changes in healthcare which achieved a cost-saving of £10 million, drove adoption of EV initiatives to 25% above target rate and delivered a strategy to improve engagement practices in the civil service, which contributed to a 40% increase in trust metrics for the jurisdiction (OECD Better Life Index).
- **Stakeholder engagement:** Leveraged communication, storytelling and coaching skills to craft compelling campaigns, drive behavioural shifts and address barriers to change. Built a network of over 1,000 stakeholders across teams and organisations to champion change and coproduce training materials to enhance engagement capabilities in the public sector, delivering this training to over 7,000 civil servants. Influencing senior leaders to support change initiatives to meet organisational goals, securing 100k funding for mentoring and development programmes with over 200 participants.
- **Problem-solving:** Collaborating with stakeholders and research communities to produce data-driven solutions, writing compelling business cases and policy proposals to make the case for change. Implemented compensation schemes to provide financial redress to customers harmed by vaccines, improving outcomes for individuals and saving £5 million in litigation costs for the government.

- **Governance:** Producing detailed change and communication plans, including risk assessments, stakeholder analyses and capability audits. Applying project management methodology to ensure effective and timely delivery of initiatives. Creating ongoing dialogue with stakeholders based on their needs and preferences, evaluating impact and iterating based on data. Measuring efficacy of change and preparing regular reports to evidence impact and return on investment of campaigns.

Change Manager for Safeguarding | Government of Jersey | Sep 2019 - Aug 2021

- **Service improvement:** Led a jurisdiction-wide safeguarding change programme, leveraging communication and agile methodologies to increase capabilities in safeguarding practice across the public and third sector. Drove change through data-driven insights, storytelling techniques and stakeholder engagement, leading to the successful adoption of safeguarding policies by 150 organisations based on ongoing capability assessments and feedback metrics.
- **Engagement and training:** Created and maintained a network of 50 change champions across various organisations, driving change through leadership support, role-modelling and community-building. Delivered workshops and a tailored training programme to 300+ professional groups.
- **Impact evaluation:** Conducted audits, surveys, and user feedback sessions to evaluate programme success, demonstrating a 35% improvement in service user satisfaction by 2021.

Senior Teacher | Swallow School of English (Czech Republic) | Sep 2017 - Aug 2019

- **Teaching delivery:** Delivered over 20 language courses to 500+ students of all levels and ages, applying pedagogical and adult learning theory to create engaging and effective learning programmes for both groups and individuals. Achieved a 100% pass rate for students taking CELTA English examinations and ranked highest teacher for student satisfaction in 2018.
- **Organisational development:** delivered regular CPD events and mentored junior colleagues, as well as innovating new communicative methods and materials which were integrated into the school's regular curriculum. Mentored junior staff to achieve promotions in the period 2018 - 2019.

Skills

- **Strategic change management:** Qualifications in agile change methodologies, including ProSci.
- **Communication:** Leveraging communication skills to build strong relationships with stakeholders and maximise buy-in for change.
- **Technical writing:** Skilled in condensing complex information into accessible formats; using storytelling techniques to write speeches, briefings and campaign materials based on stakeholders' needs and preferences; persuading through data-driven business cases and policy proposals.
- **Governance:** Strategic planning, risk management and mitigation, reporting and process evaluation.
- **Training & development:** Skilled facilitator and coach, delivering targeted training to achieve change goals.

Volunteering Experience

- **Peer support volunteer, Mind (2023 - present)** – fortnightly coaching and mentoring for service users.
- **English teacher, Kent Refugee Action Network (2016 - 2017)** – delivering bespoke English courses to high-needs learners.