

Job title: **Business Change Manager**

Line manager: **Senior Business Change Manager**

Grade (if applicable): **2**

Direct reports: **n/a**



Role purpose:

Our Business Change Managers will play a key role in ensuring projects meet objectives on time and on budget by increasing adoption and usage. They will focus on the people side including changes to business processes, systems, job roles and organisation structures.

You will support projects, coordinating business change activities to identify and support the realisation of business outcomes, conducting impact analysis to help develop and execute the change management strategy and plan, minimising resistance, focusing on engaging our end impacted users and enabling sustainable change.

You will work closely and collaboratively with business sponsors, business stakeholders, change team, HR and IT colleagues establishing appropriate engagement.

Key results:

On projects and programmes, you will:

- Define, plan & execute relevant change management plans & corresponding materials - from preparation through to embedment of programmes incl: Communications, Training & end user engagement
- Create a clear change narrative that reflects the change & reflects the different audiences using audience segmentation analysis
- Develop and deliver an approach to managing and disseminating engagement messaging that is focussed on two way feedback
- Create engagement materials to overcome challenges such as colleague resistance and change fatigue
- Conduct change impact analysis to define impacts
- Manage business readiness, ensuring end impacted users understand the impact, readiness and reason for change, building the desire to participate and support the change.
- Create change management strategies and plans to best target impacts
- Identify, analyse and prepare change risk mitigation tactics
- Overall responsibility for the training strategy to ensure user adoption and uptake is achieved. Work with key stakeholders to develop a training needs analysis plan and training materials to satisfy end users' needs (working in close relationship with the Learning & Development team and the IT training team).
- Support and engage with sponsors from the outset for best practice change delivery
- Integrate change management activities into project plans

Version Date:

Signed off by:

- Work with the project team to understand all activities and situations that may impact people or change outcomes.
- Ensure users have successfully adopted and embedded the change and that there is minimal negative impact on their business as usual activities
- Follow the central Change Management framework; This will be a mixture between direct delivery yourself on more complex change works, and advising the wider Change Implementation team on approach & tools for lower levels of change works. Incl. but not limited to: Change impact Analysis, readiness assessments, benefits realisation, communications plans and training needs analysis.
- Benefits realisation: Lead on tracking benefits outlined for the change & post implementation reviews to provide confidence and assurance that the benefits have been realised and embedded.
- Ensure users have successfully adopted and embedded the change and that there is minimal negative impact on their business as usual activities.

Success metrics:

- Change initiatives meet objectives on time and on budget by increasing adoption and usage.
- End impacted users are engaged in the change & adopt seamlessly.
- Benefits realisation & post implementation reviews undertaken so measures of successful delivery can be clearly demonstrated.
- A relationship of trust built with key stakeholders across the business.
- Engaged and active member of the team.

About you:

You will be:

- Able to work with gravitas, courage and be calm under pressure, building credibility and respect with internal and external stakeholders.
- Customer centric, putting the customer at the centre of everything you do.
- Highly collaborative, a great communicator and always open to new ideas.
- Resilient with a propensity to persevere, moving forward but also knowing when to be patient
- Able to support multiple programmes, projects and tasks of varying complexities and priorities in parallel.
- An excellent communicator, who has impactful presence and can easily simplify messaging, and incorporate storytelling.
- Quick at building lasting relationships across the business & interfacing with resistant stakeholders.
- Able to work within an environment which is not always structured or scope not always clearly defined.

Version Date:

Signed off by:

- Strong in people management and motivational skills that deliver results through effective teamwork.

You will have:

- Experience working in cross-functional teams on programmes and projects in a change management role (not a project management role).
- Experience with a varied scale of organisational change effort, both strategic and operational.
- A solid understanding on how people go through change and the change process; ideally with an experience of the Prosci ADKAR® model and/or APMG Change Management.
- Good self awareness; ability to adapt your style to that of others as the situation requires.
- Strong problem solving skills and ability to bring others together to mutually agree the way forward.

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