

# Job title: Business Change Manager

Line manager: Senior Change Manager

Grade (if applicable): 2

Direct reports: N/A



## Role purpose:

To become a sector leading, modern organisation that gets the basics right for our residents, colleagues and partners; Peabody must continue to change and transform how we provide our services. We must continually challenge how we do things to improve the effectiveness of our processes and achieve more efficient ways of delivering services.

Our Business Change Managers will play a key role in ensuring projects meet objectives 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.

As part of the Transformation Directorate, you will take a lead on creating and developing practices that promote a change enabled business.

## Key Activities/Success Metrics:

On projects and programmes, you will:

- Define, plan & execute relevant change management plans & corresponding materials - from preparation through to embedding of programmes incl: Communications, Training & end user engagement.
- Create a clear change narrative that reflects the change & reflects the different audiences using Change Impact Analysis, Stakeholder analysis and Communications toolkit.
- Develop and deliver an approach to managing and disseminating engagement messaging that is focussed on two-way feedback, placing emphasis on those impacted to lead change.
- Create engagement materials to overcome challenges such as colleague resistance and change fatigue.
- Manage business readiness, ensuring end impacted users understand the impact, readiness and reason for change, building the desire to participate and support the change.
- Identify, analyse and support mitigation of change risks and issues.
- Co-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.
- Work collaboratively 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.
- 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.

Version Date:

Signed off by:

## Measures of Success:

- Change initiatives meet objectives on time and on budget by increasing adoption and usage.
- End impacted users are engaged in the change & adopt seamlessly.
- A relationship of trust built with key stakeholders

## About you: -

- Experience working in cross-functional teams on programmes and projects in a change management role (not a project management role).
- 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.
- Ability to support multiple programmes, projects and tasks of varying complexities and priorities in parallel.
- Able to work within a changing environment which is not always structured.
- Can establish and maintain strong relationship, engaging and building trust with stakeholders at all levels for effective people outcomes.
- An excellent communicator, who has impactful presence and can easily simplify messaging, and incorporate storytelling.
- Have a resilient and patient approach to achieving objectives.
- An ability to engage with different views with curiosity and respect.
- An ability to reflect on situations with self awareness to take responsibility for personal change.
- Ability to design training strategies, write & deliver effective communications & to facilitate group sessions and workshops.
- Strong problem-solving skills.
- Committed to deliver results and focused on outcomes.
- Desire to learn, to improve best management practices with ability to develop others.
- Able to work effectively at all levels in an organisation.
- Business acumen with understanding of organisational issues and challenges.
- Extensively experienced and knowledgeable of change management principles, methodologies and tools.
- Track record of working effectively with a diverse team including leaders, managers, and subject matter experts.
- Strong customer focus, displaying an understanding of what excellent internal and external customer service entails and delivering excellent customer care.
- Able to demonstrate commercial awareness, a robust understanding of the financial implications of change and business case preparation.
- Ability to discuss conflict with business areas to support resolution.
- Proven track record of building and managing effective stakeholder relationships at all levels, to promote collaborative working cross-functionally with diverse groups.
- Are a highly motivated, proactive and enthusiastic individual who is able to work on their own initiative with the ability to meet strict deadlines.

