

# Change Manager



Working better together  
for our residents

> IS&C > Change & Transformation / Change Delivery & Adoption

## What's it all about

You are accountable for supporting the delivery of the people side of change within projects and programmes, ensuring colleagues are prepared, supported, and able to adopt new systems, processes, and ways of working. Working closely with project teams, business stakeholders, and the Head of Change Delivery and Adoption, you'll deliver practical interventions that enable successful adoption.

## How you'll make a difference

By working directly with colleagues to build awareness, readiness, and capability for change, reducing resistance and helping ensure that new ways of working are embedded and deliver their intended benefits.

## How you'll do it

- Delivering change management activities within assigned programmes or projects, applying NHG's methodology and tools.
- Assessing the impact of change, identifying risks and issues, and supporting mitigating actions.
- Designing and running workshops, forums, and interventions to support colleagues impacted by change.
- Supporting stakeholder engagement and business readiness activities, ensuring communication is clear and timely.
- Monitoring adoption and performance, flagging issues to the BA & Change Adoption Lead and project sponsors.
- Creating an action plan with business leaders to address adoption issues.
- Supporting the creation of training and adoption materials to enable colleagues to transition successfully.
- Promoting awareness of change management and helping embed a culture of continuous improvement across NHG.

Hybrid working – at least three days a week in our main office.

## All about you

### Behaviours for success

- **Compassionate** – understands and is sympathetic to the challenges colleagues face during change, offering practical support to help them adapt.
- **Progressive** – embraces different approaches to engage people and improve their experience of change.
- **Dependable** – establishes a reputation for delivering consistent and timely support throughout the change process.
- **Inclusive** – ensures that all voices are heard and that solutions reflect the needs of diverse colleagues and teams.
- **Empowered** – not afraid to challenge resistance, raise concerns, and use creative approaches to enable successful change adoption.

This role is at colleague level. You will work as part of a team of Change Managers, reporting to the Head of Change Delivery and Adoption.

### Essential knowledge, experience and skills including qualifications and professional membership

- Experience delivering business change or supporting organisational change initiatives.
- Understanding of change management methods (e.g. ADKAR) and their practical application.
- Strong stakeholder engagement skills, able to build relationships and support collaboration.
- Excellent communication skills, able to explain information clearly and facilitate group discussions.
- Organised and able to manage multiple tasks and deadlines.
- Effective IT skills, including MS Office.
- Desirable - Formal change management qualification (e.g. Prosci, APMG).
- Desirable - Experience of working in housing, social care, or other complex service environments.