

Change Manager

Information, Systems and Change

Overview	
Role Purpose	Owning the delivery of the people side of change within assigned projects in the NHG programme of work and delivering them in partnership with the project teams and business
Responsible for	<ul style="list-style-type: none"> • Planning, coordination and delivery of change management plans within projects and programs in adherence to NHG's Project & Change methodology and governance • Provide Stakeholder engagement and business readiness support for relevant business areas of assigned projects • Improving awareness and upskilling the organisation on people change management across NHG (using ADKAR)
Reports to	Head of Change Management
Line management	N/A
Tier	6
Expectation Level	Operations Manager
Role relationships	
Internal	Head of Change Management, Head of Project delivery/ project delivery team, Head of Business Analysis / Business Analysis team PMO Manager / Officer Project sponsors - Directors and Heads of Service across NHG Procurement team Communications team Broader COO directorate
External	Third party suppliers

Role accountabilities	
Change management	<ul style="list-style-type: none"> • Take responsibility for the change management activities in assigned projects and programmes by defining business change requirements, ensuring business change tools, processes and measures are implemented to support the changes • Assess the potential impact of change and allow for appropriate mitigating actions to manage and effectively transition the changes being delivered • Develop and implement change readiness activities within assigned projects and programmes • Use change management methodologies and templates as well as working with the Programme Management Office and peers to review NHG processes and incorporate industry standards/tools as needed to facilitate continuous improvement.

Role accountabilities

- Adopt robust people change management methodology (ADKAR) to establish project activities against outcome timescales including reporting
- Design and manage interventions to support colleagues impacted by change
- Monitoring business impact for assigned projects flagging concerns to business leaders and creating practical solutions to address bottlenecks and resistance.
- Work with relevant business areas to develop and implement appropriate adoption and performance metrics to track effective implantation and success of change
- Produce high quality reports and presentations to build support for changes being implemented as part assigned projects
- Lead, plan and facilitate workshops and other forums to build relationships with internal stakeholders
- Work with Programme management office to ensure project delivery within portfolio adheres to change management best practice

Business engagement

- Ensure all aspects of change are considered, planned for, managed and communicated within assigned projects
- Create and maintain effective relationships with managers and stakeholders in the business, building strong relationships and understanding their pain points, and aligning our change management plans to address those areas
- Developing a deep understanding of our target users and their business requirements and customer outcomes
- In partnership, work with the business to investigate and analyse operational issues, problems and new opportunities. Support the business to generate effective practical solutions through improvements in processes/systems
- Build effective, credible relationships with stakeholders at all levels with the business in order to deliver change outcomes. Take time to understand key stakeholders and adjust your presentation and reporting style as needed. Provide support and relevant information to the project sponsor to build an effective partnership
- Ensure change management plans align to the Corporate Strategy and priorities of the business, increasing speed of adoption in existing and new ways of working gaining maximum value for the business

Change management improvement

- Work with the business to improve knowledge and skills to enable businesses to effectively undertake small change projects of their own
- Work with Head of Change management to develop training tailored to the audience to improve the organisations change management maturity
- Effectively promote collaborative approaches to change management across NHG
- Support and maintain a culture of change management improvement across NHG

General

- Ensure you follow the financial regulations, policies and procedures at NHG.

Role accountabilities

- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience (executive)

Essential

Customer focus

- Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always.
- Commercial awareness / VFM in everything people do

Accountability and delivery

- Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.

Service improvement

- Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.

Communication and inclusion

- Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others
- Ability to interpret and use different information sources and communicate them to stakeholders effectively

Desirable

- Experience working in the housing sector with a deep understanding of the culture, processes, legislation and challenges that Housing Associations face in the current climate
- Resilience demonstrable through the effective delivery on tight deadlines and the ability to exceed set targets
- Demonstrable ability to influence decision making at senior levels
- Leadership skills to manage, motivate and coach others
- Demonstrable capability for analytical thinking to solve problems at root and resolve any conflict arising

Professional expertise (know how & experience)

Essential

Desirable

<p>Experience of delivering project/business change outcomes</p> <p>Experience of managing change in a complex business context</p> <p>Experience of effectively managing stakeholder relationships, with the ability to influence and negotiate and deliver results through others.</p> <p>Excellent communication skills with experience of presenting complex information in an easily comprehensible way and delivering high quality written reports and presentations</p>	<p>Knowledge of project management methodologies and approaches e.g., Prince 2, Agile</p>
Skills	
Essential	Desirable
Effective IT skills including basic/intermediate/advanced MS Office skills	
Qualifications and/or professional membership	
Essential	Desirable
	Prosci ADKAR Practitioner or other equivalent change management qualification. MSP, PRINCE2 or PRINCE2 Agile or other programme/project management qualification

NHG Expectations
<p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is an Operations manager expectation level and therefore you should refer to the Operations manager level expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p>

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.