Business Analyst and Change Adoption Manager

> Corporate & People > Strategic Planning & Transformation / Change Delivery & Adoption

What's it all about

You are accountable for leading a team of Business Analysts and Change Managers to deliver change initiatives across NHG.

You will balance hands-on delivery with team leadership, focusing on high-quality analysis, requirements, and testing, building adoption, capability, and readiness for change through structured approaches, training, and engagement ensuring that projects deliver consistent, measurable benefits.

How you'll make a difference

By shaping and overseeing the quality of business analysis across projects, equipping colleagues with the tools, skills, and confidence to embrace change, leading a team that drives adoption, minimises resistance, and ensures change initiatives deliver their intended benefits.

How you'll do it

- Leading, coaching, and developing your team, supporting their growth and performance.
- Allocating and prioritising work across BA, Change and Adoption resources, including partnership working, ensuring consistency of approach and outputs.
- Designing and implementing structured approaches for Business Analysis and change adoption including materials and resources to build capability, aligned with organisational goals embedding continuous improvement.
- Working alongside project managers, PMO, NHG Digital and Business colleagues to ensure change management is embedded in delivery.
- Building strong relationships with key stakeholders and partner organisations to understand impacts, address concerns, build commitment to change and extend capability where needed.
- Working as a senior BA on projects — defining requirements, leading workshops, and supporting testing and implementation.
- Overseeing the development and delivery of training, communications, and adoption interventions and using data and feedback to measure effectiveness to drive improvement.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

All about you

Living our values

Our purpose is to create a fairer London where everyone has a place to call home, and our mission is to listen to our residents and provide homes and services that enable them to thrive. Our values are at the heart of everything we do and guide how we work, collaborate and make decisions every day. By bringing them to life, you'll help us deliver our mission and make a positive difference for residents, communities and colleagues

Our values are:

- **We succeed together**
- **We keep our word**
- **We do better every day**

Essential knowledge, experience and skills, qualifications and professional memberships including regulatory requirements

- Proven experience delivering change, adoption, or training initiatives within a large organisation.
- Strong understanding of change management frameworks and methods (e.g. ADKAR) alongside experience as a Business Analyst with strong skills in requirements gathering, process improvement, and testing.

- Previous experience coaching, mentoring, or line-managing change teams.
- Skilled at building strong stakeholder and partner relationships, with the ability to influence and negotiate effectively.
- Excellent analytical, organisational, and communication skills with the ability to present complex information clearly.
- Skilled in Business Analysis and Change Management tools and methods (e.g. user stories, acceptance criteria, process mapping, ADKAR).
- Business analysis or change improvement qualification (desirable).
- Proficient in Microsoft Office; familiarity with eLearning or training tools is desirable.
- Strong analytical skills to assess adoption and training effectiveness, using data to inform improvements.