**What’s it all about**

**Change Manager - Policy**

**Regulation & Policy > Customer Experience**

Owning the delivery of the people side of change within assigned policies in the customer policy and procedure programme of work and delivering them in partnership with the policy and operational teams

**How you’ll make a difference**

You will upskill the organisation on the policy and procedure change management process across NHG.

**How you’ll do it**

* Take responsibility for the change management activities in assigned policies and procedures 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 collate any mitigating actions to manage and effectively transition the changes being delivered.
* Use change management methodologies and templates to aid the successful adoption of NHG customer facing policies and procedures, ensuring that they are recorded on the relevant platforms whilst using industry standards/tools as needed to facilitate continuous improvement.
* 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 policies and procedures, as dictated by changes to legislation, 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 required to implement new legislation.
* Lead, plan and facilitate workshops and other forums to build relationships with internal stakeholders.
* Work with Assistant Director of Regulation & Policy to ensure policy delivery framework adheres to core legislative requirements and change management best practice.
* Ensure all aspects of change are considered, planned for, managed and communicated within assigned policies, procedures or any relevant government consultations.
* 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 and communication 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 Regulation and Operation Teams to investigate and analyse operational issues, problems and new opportunities. Support the business to generate effective practical solutions through improvements in policy and procedure understanding and adoption.
* 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.
* Ensure policy and procedure 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.
* Work with the business to improve knowledge and skills to enable businesses to effectively undertake small change projects of their own.
* Work with Assistant Director of Regulation & Policy, Onboarding, Induction & Training Team & HR to develop training tailored to the audience to improve the organisations adoption of policies and procedures to meet legislative requirements and achieve the desired customer outcome.
* Effectively promote collaborative approaches to change management.
* Support and maintain a culture of change management improvement across the Operations Directorate.
* 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.
* Hybrid arrangements - at **least three days a week in an office**. On other days, working from home may be possible, depending on the work and the interaction required.

**All about you**

**Behaviours for success**

Our values set out what we stand for. You’ll need to show us how you match them and how you’ll behave to ensure those are visible when carrying out your work.

* Compassionate • Inclusive
* Progressive • Empowered
* Dependable

For each value, we’ve created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](https://www.nhg.org.uk/media/npznkx1o/values-and-behaviours.pdf). This role is at manager level.

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

* Experience of delivering project/business change outcomes.
* Experience of managing change in a complex legislative context.
* Experience of effectively managing stakeholder relationships, with the ability to influence and negotiate and deliver results through others.
* Excellent communication skills with experience of presenting complex information in an easily comprehensible way and delivering high quality written reports and presentations.
* Effective IT skills including basic/intermediate/advanced MS Office skills.