

Job Role Profile

Role title: Business Change Manager Grade level: 2		Department: Technology & Business Change Region/location: London/Horsham	
Purpose of role is to: <ul style="list-style-type: none"> • Lead the Business Change team to successfully deliver strategic, large-scale projects and programmes that support the Group's objectives. • Manage the Group's change portfolio and relevant governance processes/frameworks which include supporting the Executive Team with prioritisation and benefits realisation. • Establish the Group's approach to design thinking and user centred service design methods, in the context of changing the way we work. Ensure that the service design function is delivering efficiencies and value as part of the Group's portfolio projects and programmes. • Create and establish the Group's Change and Adoption Framework, and with the Communications Team, develop an innovative communication and engagement plan for the change portfolio 			
Working relationships		Scope of the role	
Responsible to: <ul style="list-style-type: none"> • Director of Digital and Business Change Line management of: <ul style="list-style-type: none"> • Business Change Project Managers • Business Change Officer • Service Designer 	Internal relations: <ul style="list-style-type: none"> • IT • Digital & Business Change team • Operational Management Team (OMT) • Programme and Project Managers / Colleagues working on business change External relations: <ul style="list-style-type: none"> • Customers 	<ul style="list-style-type: none"> • Group-wide, office-based role, supporting the whole organisation to work together • No delegated financial authority 	

- External agencies

Role expectations and responsibilities that contribute to the successful delivery of our Corporate Strategy

Leadership

- Shape, develop, and lead a team of change professionals to support the delivery of key strategic projects and management of the Group's change portfolio.
- Provide assurance that suitable project management controls and processes are implemented to effectively manage change across the Group.
- Establish and maintain strong relationships with Group-wide stakeholders including the Operational Management Team.
- Work collaboratively with all teams to ensure customer preferences, insight and intelligence are gathered, acted upon, and maintained.
- Provide technical expertise and best practice in areas including project delivery, stakeholder management, and governance.
- Champion the customer in the delivery of projects, excelling at customer service in alignment with Group objectives and values.
- Ensure the change portfolio is managed effectively and meets the needs of all stakeholders.

Delivery

- Lead large-scale projects and programmes to scope, time, and budget.
- Manage the overall delivery portfolio including reporting, prioritisation, and escalation management.
- Manage higher-level risks and issues and take personal accountability to resolve
- Ensure effective resource forecasting and management processes are in place
- Ensure provision of support and training to colleagues to develop project management skills and capacity, e.g., in estimating the costs, resources and benefits

Change and Adoption, Communication and Engagement

- Establish the Groups Business Change and Adoption Framework in collaboration with HR and L&D to ensure the change portfolio delivers lasting change to the Group
- Work closely with all portfolio delivery/project teams and L&D to ensure a joined-up and consistent approach to change and adoption delivery. This includes improving and managing colleague training content and delivery methods for the change portfolio, and BAU training particularly induction.
- Work closely with all portfolio delivery/project teams and the Groups Communication Team to ensure strong communication to key stakeholders and the wider business on the change portfolio

- Create, maintain, and promote a group-wide Champion or early adopter network that supports change management, working closely the Digital Change Manager
- Manage the 'pipeline' of new change demand from colleagues, engaging with the business and Digital Change Manager to prioritise and manage change need and product backlogs, ensuring the colleagues are kept informed of delivery dates and decision making
- Form robust business relationships with all Directorates to ensure pain points and user needs are understood, documented, and regularly updated.

Service Design

- Work with the Director of Digital and Business Change in developing the service design culture at SHG, including bringing in specialist partners to support this work
- Build on the work already completed (establishing digital service design principles for projects, and service design insights from customers that inform priorities for digital) and utilise it for all business change projects that involve the redesign of services
- Ensure the service design function delivers efficiencies and value to the change portfolio projects and programmes
- Ensure our service design principles and ways of working are utilised by all project managers in business change and digital
- Lead the team to engage proactively with our end users to ensure a shared understanding of the experiences of our services and back-office processes; this will deliver lasting change.

Governance

- Provide clear executive-level reporting outlining progress against scope, timelines, and cost.
- Identify trends/areas for opportunity and work with stakeholders to implement improvements.
- Establish and maintain a Group-level resource demand process to identify areas for opportunity or risk.
- Ensure executive-level risks and issues are identified and escalated appropriately.
- Establish and manage an investment management framework in partnership with Finance to support budget planning.
- Develop a business change framework to ensure Group-wide adherence and best practice

Undertaking such other duties as may be required from time to time as are consistent with the responsibilities of the post and the needs of the Group.

Note:

No job description can be entirely comprehensive, and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation.

You will be expected to carry out all duties in the context of and in compliance with the Group's Diversity and Health & Safety Policies.

Person profile		
Attributes	Essential	Desirable
1. Skills, knowledge, experience and abilities	<ul style="list-style-type: none"> • Experience delivering complex projects and programmes. • An understanding of service design and how service design can inform and transform services and processes • Experience working with service designers to deliver change • Demonstrable achievements with emphasis on benefits realisation • Experience as a senior change leader, defining scope, costs, and benefits of projects, gaining agreement with customers, and leading teams to implementation. • Proven ability to work at a senior level in a large organisation, shaping strategies and managing customer expectations. • Experience implementing and managing portfolio management processes including executive-level reporting and escalation. • Proven track-record of benefits realisation. • Excellent Stakeholder management skills. • Experience of effective budget management. • Excellent communication skills, with the ability to interact with staff at all levels. • Experience in creating, maintaining, and reporting on project related metrics and KPIs. 	<ul style="list-style-type: none"> • Experience working within the housing sector
2. Leadership/management	<ul style="list-style-type: none"> • Demonstrable leadership skills including the ability to manage and lead change professionals, coach, and mentor others, assess, and manage staff performance and demonstrable ability to attract and retain talented staff. • Demonstrable customer focused approach and proven experience of managing a diverse range of stakeholder relationships, including at senior management level. 	

	<ul style="list-style-type: none"> • Proven ability to drive a culture of personal accountability and ownership. • Educated to A level or qualified by equivalent experience. • PRINCE 2 / PMP/ or Lean or Six Sigma or Agile qualified 	
3. Qualifications/professional development		<ul style="list-style-type: none"> • Service Design or Design thinking training or accreditation • MSP Foundation and Practitioner accredited
4. Circumstances	<ul style="list-style-type: none"> • Able to travel to other company locations as required • Able to work additional hours and work flexibly to meet business needs and deadlines 	