

Change Strategy Consultant

Job description

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Job description

Working as a part of a central team, the Change Strategy Consultant defines and executes change strategies for our customers. You'll work under the guidance of our Change Strategy Lead and alongside our communications and marketing colleagues, creative design, expert trainers and assurance, security and Microsoft Power Platform specialists to deliver the right outcome for our customers. You'll have at least five-years' experience in delivering change programmes and will ideally be a Prosci® Certified Change Manager.

Job type

Permanent employed role, start date flexible

Hours

40 hours per week

Location

Home-based, with travel to customer sites as needed

Reporting to

Change Strategy Lead

Line management responsibilities

None

Responsibilities

You'll be responsible for:

- Providing subject matter expert (SME) support during the pre-sales process to help customers evaluate Inform as the right partner
- Shaping commercials for customer Statements of Work
- Delivering digital maturity assessments based on Inform's defined model
- Identifying opportunities for continual improvement and innovation in our change approach
- Preparing for Discovery and ensuring Inform people have the context and are adequately prepared for the engagement
- Leading Discovery interviews whilst building client relationships
- Maintaining regular contact with senior stakeholder(s) during Discovery to verify thinking
- Working alongside the internal team to develop assets for the Discovery playback
- Presenting Discovery findings to Project Boards and agreeing next steps
- Defining resource requirements beyond Discovery to ensure the customer has the right people available, at the right time
- Communicating deliverables to your change team
- Executing the change management deliverables
- Identifying upsell opportunities, bringing in supporting colleagues as appropriate
- Sharing positive stories that can be used by the customer, by Inform, or both

About you

We're looking for someone who has:

- Experience of technology-focused change programmes (knowledge of Microsoft 365 / Office 365 would be an advantage) and how they can positively impact ways of working
- At least five-years' experience in executing technology change programmes
- A range of industry experience, encompassing public and private sector
- An understanding of change management methodology (e.g. Prosci's ADKAR model)
- Good all-round people, relationship and organisational skills
- Self-motivation and independence. This is a home-working position, you need to be happy in your own company and able to thrive in a virtual working environment
- A team working mentality
- A positive and enthusiastic outlook
- A proactive nature and the ability to act quickly
- Problem-solving skills
- The ability to prioritise and manage high volumes of workload
- Strong listening, writing, and speaking skills alongside exemplary attention to detail
- Experience of working on large-scale technology programmes
- Ability to comfortably engage at both C-Level and employee-level and build relationships
- Understanding of and specialism in either training, engagement or internal communications
- Natural conversationalist

What we offer

Because we embrace the opportunities from the technology we help roll out, we have flexible working patterns to fit in with your travel, families, personal development and other activities. We think this helps our team be the fully rounded experts our clients need. Alongside generous pay, we try to create a learning and social environment. So while we have a working-from-anywhere set up, you will feel connected and supported.

We offer company leave between Christmas and New Year on top of annual leave, free eye tests, childcare vouchers, contributory pension, death-in-service cover and support for your learning and development. We offer referral fees to employees and contractors.