

Change Manager

Job description

Table of contents

Table of contents	2
Job description	3
Job type.....	3
Hours.....	3
Location.....	3
Reporting to.....	3
Line management responsibilities	3
Responsibilities	4
About you	5
What we offer	6

Job description

Working as a part of a central team, the Change Manager executes change strategies for our customers. You'll work under the guidance of our Change Strategy Leads 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. Initially you will work on one of our major projects that is currently underway but over time you'll work across multiple client projects at any given time, so you'll enjoy variety and exposure to different industries. You'll have delivered at least three technology change programmes and will ideally be a Prosci® Certified Change Manager.

Job type

Permanent employed role, start date flexible

Salary

£50,000 per annum

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:

- Working with the Change Strategy Lead to:
 - Prepare for and deliver client Discovery engagements
 - Work with colleagues to develop the output for client Discovery engagements
 - Define Statements of Work
 - Understand the change plans
- Defining a project plan and key milestones
- Defining a RACI matrix to set expectations around roles and responsibilities
- Maintaining a risk log and escalating as necessary
- Taking ownership of and executing change plans
- Guiding specialist colleagues on required outputs
- Defining and socialising the detail around the change plan
- Defining ways of working across the project team (both internal and with the client)
- Ensuring we have time booked in with the relevant senior stakeholders at key review points
- Managing resources during the delivery of the change plan
- Reviewing and approving all assets developed for the project to ensure consistency and coherence
- Ensuring the user is always considered in our plans and decisions
- Ensuring we deliver the agreed scope on time, and to budget
- Communicating colleague and customer responsibilities during the delivery phase
- Working with stakeholders to review and evolve the change plans during the project
- Working with the client to identify dependencies and ensure they are fulfilled
- Identifying opportunities for continual improvement and innovation in our change approach
- 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
- Executed at least three 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) or is working towards it
- 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
- The ability to comfortably engage with senior stakeholders and end users
- An understanding of the importance of training, engagement and internal communications in change programmes
- Natural conversational skills

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.