



## Change manager

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### Job description

**Please note** we have two change roles live at the moment. Make sure you select the right job role from the pick list to match the job description you want. Of course, you can apply for both though you'll need to apply twice.

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## Overview

### Job type

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Full time permanent employed (job share considered).

### Salary

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£50,000 per annum

### Hours

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40 hours per week

### Annual leave

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25 days (including three days' festive break)

### Location

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Home-based, with travel to customer sites as needed

### Reporting to

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Senior change consultant

### Line management responsibilities

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None

### Security vetting

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All our people have [security vetting](#) to BPSS at least. We arrange this if you don't have it

### General

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You must have the right to work in the UK without restrictions

## The role and responsibilities

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 Senior change consultants 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.

You'll be responsible for:

- Working with the Senior change consultant 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

Our values are critical to our success and being able to delight our clients. We have three core values that we'll expect you to demonstrate and support in what you do and how you do it: working together; doing the right thing; delivering with creativity and passion.

Aside from this, we're looking for someone who has:

- Experience of user-centric change programmes which are technology-focused (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, such as 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
- 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 give you company leave between Christmas and New Year on top of annual leave, monthly staff recognition rewards, free eye tests, contributory pension, private medical care, death-in-service cover and support for your learning and development. We offer referral fees to employees and contractors.

## About Inform

The Inform Team makes digital transformation succeed by putting people first.

Since we started in 2013, we've worked with public and private sector organisations to help them adopt new technologies and ways of working. From assessing an organisation's digital maturity and recommending changes, to shaping how that change is delivered, creating engaging communications and tailored training programmes, we offer a personal approach to the digital workplace.

We distil all that we do into five areas of expertise:

- Strategy + change
- Culture + behaviours
- Campaigns + content
- Learning + skills
- Engagement + connections

We think it's important that any technology change is people-focused because empowering individuals means digital transformation delivers real benefits. We can add value to our customers digital transformation and boost their return on investment by:

- Enhancing productivity and collaboration
- Making a positive difference
- Engaging people
- Increasing digital and workplace literacy
- Building strong and lasting relationships

We're an international network of expert consultants specialising in technology change management, communications, training, creative design and back-office operations. Our teams are a combination of permanent employees and contractors, meaning we can easily scale to meet the needs of any size project, anywhere in the world.