

Job Title	Business Change Specialist	Location	Oldham - Bower House	Job Family	Grade
Reports to	Business Change Manager	Designation	Hybrid	IT & Business Change	D4
Overall Purpose: Define and own end to end business change activities and engagement for projects, to ensure that operational teams are effectively prepared to embed people, process and technology change and achieve the business benefits targeted.					
Responsibilities & Outcomes		Skills / Experience		General Role Expectations	
Key Responsibilities: - Complete and analyse change impact assessments to outline change requirements, define, scope and plan readiness activities, ensuring traceability to business designs. - Define, design and deliver Business Change activities for projects and programmes, ensuring alignment with delivery plans, governance requirements and change methodologies. - Define and complete stakeholder analysis to scope and plan engagement and communication activities, in line with project plan - Lead Business Change Officers providing oversight and assurance of outputs, ensuring consistency and quality - Facilitate Operational Readiness Assessments, managing and tracking actions with responsible and accountable owners in operations, reporting to Senior Stakeholders on progress against plan and risks to adoption and benefits realisation. - Produce change management artefacts as appropriate to meet the expected timescales, size and complexity. This may include; Change Impact Assessments, Training Needs Analysis, Training Plans, Communications Plans, Transition and Business Cut Over Plans and Adoption Frameworks. - Define and deliver Early Life Support plan and approach, providing support to operational teams, including tracking and progress monitoring of embedding and live process proving. - Complete benefits realisation monitoring with accountable operational owners, tracking pre, during and post project delivery - Maintain a good knowledge of leading business practice and change management methods, identifying opportunities to continually improve the effectiveness of the practice. Key Outcomes: - Change Impact and Stakeholder Assessments that outline change requirements and are traceable to business designs. - Creation and delivery of readiness plans and activities in line with project governance and Operational Readiness Measures that support transition of operational teams to new processes and technology. - Operations receive the required support and change management to effectively transition and embed new processes and technology with minimum disruption to the business. - Adoption of new processes and technology is understood, measured and reported; remedial actions plan agreed (if required).		Essential: - Proven track record of working autonomously in a Business Change role on a range of projects at varying levels of size and complexity, across the full project lifecycle. - Previous experience of leading a Business Readiness or Change Adoption workstream for a large project or programme. - Experience of Change Management methods and standards with a proven track record of delivering readiness activities through the application of best practice tools and techniques. - Significant Business Change experience and prior coverage of delivering in waterfall and iterative methodologies. - Proven track record in the definition and delivery of plans that enable the implementation of new processes and technology, with minimal disruption to operations. - Excellent interpersonal skills, including the ability to effectively lead, facilitate and provide constructive challenge. - Proven ability to engage and influence at all levels with excellent written, numerical, facilitation and presentation skills. - Excellent knowledge of MS Office 365 and collaboration tools. - Demonstrates the Guinness Behaviours. Desirable: - Experience of Cloud Adoption projects and programmes. - Experience of Social Housing sector		These are the requirements for roles at Grade D. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case. Accountability: - Accountable for meeting <i>defined</i> business objectives and goals. - Conducts <i>work planning and prioritisation</i> to optimise performance of resources. <i>Provides input</i> to group/area plans and targets People Skills: <i>Allocates resources and responsibilities</i> within the team to deliver business results. <i>Manages</i> internal/external relationships <i>for team/group</i>. <i>Participates in</i> and <i>inputs into</i> the fairness and consistency of the employment experience. Impact & Influence: <i>Makes</i> decisions, <i>some complex in nature</i>, which have an impact on team activities. - Actions <i>likely to</i> impact internal and external parties <i>within area or specialism</i>. - Acts as an <i>advisor</i> to others on own area of expertise or specialism. Thinking Challenge: <i>Inputs into</i> business focused solutions. <i>Deals with complex issues/problems</i> affecting own area with minimal referral to manager. - Applies <i>analytical skills</i> in assessing <i>complex</i> concepts/principles and helping determining solutions. <i>Defines standards</i> and reusable approaches within own area and beyond. Customer Service: <i>Respects and values</i> customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.	
		Qualifications			
		Essential: - Recognised Change Management Qualification. Desirable: - Project Management Foundation e.g., PRINCE2 or APM.			
		Other			
		Driving Licence Required	No		
		Mobile working required	Yes		
		Evening and weekend working required	Some		
		Required to stay overnight	Some		
		Other	Periodic relocations required		

You are also required to undertake any other duties within your capabilities as may be reasonably required.