

## **Role Summary**

You'll work across our technology and business projects and programmes to incorporate change management into their planning and execution. The role of the Business Change Manager is to proactively support the business to prepare for, deliver and adopt a wide variety of change activity and initiatives, with a focus on human behaviour and the people impact of change.

The role provides an important bridge between technology and multiple business disciplines, acting as a partner to the business. This includes the creation and implementation of plans that maximise business buy-in and employee engagement and adoption, minimising resistance to achieve sustained outcomes.

## **Role Definition**

**Job Title:** Business Change Manager  
**Reporting To:** Head of Technology Programmes

## **Responsibilities**

- Develop detailed plans to prepare the business for the new system, including communication strategies and identify the training needs required for business change.
- Identify key stakeholders and users, performing gaps analysis and determine their training and adoption needs for successful delivery of technology enabled change programmes.
- Create and organise comprehensive training plans with schedules, materials, and methods. Design and manage communication plans to keep everyone informed about projects, their impact.
- Analyse the impact of new systems and processes on existing ways of working and suggest necessary changes.
- Assess how well the practice is prepared for change.
- Oversee/develop training materials, including user guides, manuals, and e-learning modules.
- Update and finalise business process documentation to reflect changes due to new systems.
- Conduct final checks and send out communications to prepare the practice for go-live.
- Contribute, or otherwise assist, as required.
- Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.
- Thorough knowledge of and compliance with F+P procedures and standards.

## **Qualities and Skills Required**

- Able to demonstrate ability to undertake the above responsibilities.
- Legally able to work in the country in which the position is based.
- Experience and knowledge of change management principles, methodologies and tools.
- Proven experience in successfully managing change initiatives.
- Professional training and certification, such as APMG or Prosci.
- Ability to lead and motivate teams, influencing others to move towards a common vision or goal.
- Strong skills in planning, managing resources, and handling risks.
- Excellent at working with and managing relationships with key stakeholders.
- Ability to analyse and align business processes with new systems.
- Exceptional communication and presentation skills – both written and verbal (individuals and groups).
- Skilled in providing support after changes go-live, ensuring a smooth transition.
- Passionate about driving and supporting organisational change.

- Capable of preparing detailed reports on change effectiveness and lessons learned.
- Flexible and adaptable.
- Familiarity with project / programme management approaches, processes and lifecycles.
- Comfortable with providing advice and constructive challenge to stakeholders / project teams.
- A solid understanding of how different people, personalities and organisational cultures approach and adopt change.
- Excellent organisational skills.
- Able to manage sensitive and sometimes confidential information.
- Self-motivated and able to take responsibility.
- Able to demonstrate initiative and a proactive approach to daily tasks.
- Good interpersonal skills and able to work independently and as part of an effective team, and supporting team members.
- Able to build good relationships at all levels, internally and externally.
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure.

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the postholder.