

Business Change Manager

Grade:	Grade 10
Department:	Business Intelligence and Change
Line manager:	Head of PMO
Responsible for:	Business Analysts

About the job

- The Business Change Manager reports to our Head of PMO and is responsible for leading a team of change agents (Business Analysts and Engagement Officer) to engage with internal and external stakeholders understanding their needs, identify any requirements, enhancements, or procurements, through the analysis of business processes.
- As the Business Change Manager, you will identify and explore opportunities for service and business improvement, recognising the potential for enhancing customer and colleague experience, suggesting efficiencies where possible.
- You will monitor, supervise and oversee ongoing changes to business processes, ensuring processes and procedures are in place to encourage seamless adoption and handover. Along with introduce initiatives to increase and monitor benefits realisation, value creation and return on investment, ensuring that benefit owners remain accountable for delivery post project life cycle.

You'll be trusted to

- Support and engage senior stakeholders throughout the organisation to embrace change.
- Lead on the review of business processes, associated operations and objectives.
- Complete change readiness / impact assessments.
- Create and monitor procedures to support mapping and monitoring of project benefits beyond the project lifecycle.
- Use a range of techniques to elicit customer requirements and translate these into detailed specifications, user stories and / or business objective.
- Plan and manage relevant projects, ensuring that projects are delivered using an agreed project management methodology.
- Create Change Management Plans, including Sponsor Plans, People Management Plans, and Resistance Management Plans.

- Manage business analysis support to operational business areas through all phases of the project lifecycle, from scoping, business case development, analysing requirements, development or delivery, testing through to service transition and adoption.
- Help to create business cases / options appraisals.
- Support change management at an organisational level, acting as a trusted point of contact to advise on all change related initiatives.
- Be responsible for data confidentiality, integrity and availability (together, security) and privacy as part of application support activities ensuring that appropriate policies and procedures are in place to address risk.
- Leverage a change management methodology, process and tools to create a strategy to support adoption of the changes required by a project or initiative.
- Lead on the implementation of business analysis strategies, methodologies and best practice.
- Work with colleagues around the business to challenge the status quo when helping to implement new processes, systems or other organisational changes.
- Produce a framework to assess change impact and readiness, identifying key stakeholders and managing perceived anticipation or resistance to change.
- Coach, train and develop a team of business analysts and engagement officers to maintain a high performing, skilled team that lead with confidence, unity and ambition.
- Act as a trusted partner to business areas ensuring that their strategic and operational objectives are considered during change initiatives.
- Ensure all activities deliver the vision and outcomes of Business Strategy in an effective and consistent manner.
- Maintain awareness of, and compliance with, legislation, regulation and statutory obligations relevant to the social housing sector in addition to Vico Homes policies and procedures such as those relating to finance, procurement, health and safety, risk management and employment.
- Help to ensure that services are delivered in a cost-effective manner that ensure Vico Homes are able to demonstrate value for money.
- Undertake any other duties commensurate with the overall purpose of the job and the grade.

Who you'll work with

Internal	Vico Homes colleagues at all levels
External	Customers, suppliers and partners at all levels

What we're looking for

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at level 6 of the Framework for Higher Education Qualification, such as a First Degree, Award, Certificate or Diploma at level 6 or equivalent.	✓		AF/CQ
Hold relevant professional qualifications in Business Analysis and Change Management (e.g. BCS Agile CA, BCS Agile BA, ECBA, CCMP, Prosci Change Management Certification)	✓		AF/CQ
Ability to manage a number of projects simultaneously, organising work to meet project deadlines	✓		AF/I
Ability to work on own initiative liaising with senior managers and teams around the business	✓		AF/I
Capable of working to multiple tight deadlines under pressure	✓		AF/I
Ability to challenge with respect the current working practices of business teams to achieve greater benefits for the business	✓		AF/I
Experience of business analysis techniques and methodologies	✓		AF/I
Experience of change management techniques and methodologies	✓		AF/I
Experience of working in virtual and permanent teams of change agents in a fast-paced environment	✓		AF/I
Experience of delivering effective change management to support multiple simultaneous projects	✓		AF/I
Experience of leading a team / performance management	✓		AF/I
Experience of software implementation, and the ability to liaise with stakeholders to achieve desired results for the business	✓		AF/I
Experience of working in an Agile environment and of the project lifecycle	✓		AF/I
Experience of implementing new frameworks, policies and procedures	✓		AF/I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Strong intellect with the ability to interpret relevant information, analyse complex data, review alternative solutions and come to speedy well-informed conclusions	✓		AF/I
Effective planning and negotiation skills	✓		AF/I
Experience and skilled in communicating effectively and building effective working relationships with customers, both internal and external, and other stakeholders	✓		AF/I
Strong presentational skills and ability to promote WDH to a wide range of individuals and external contacts	✓		AF/I
Committed to quality, customer service, best practice and best value in all aspects of WDH's operations	✓		AF/I
Committed to the aims and ambitions of WDH and broader issues of social housing	✓		AF/I
Ability to work on own or as part of a wider project delivery team	✓		AF/I
The post holder may be required to work outside normal office hours on occasion.	✓		AF/I
Project Management Qualification (e.g. PRINCE2 Practitioner)		✓	AF/CQ

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:

