

The NHS logo, consisting of the letters 'NHS' in a white, bold, sans-serif font inside a dark blue square.

NHS

Professionals



Change Manager

Candidate Application Pack

About Us

We run the largest NHS staff bank, placing over 180,000 healthcare professionals into NHS Trusts each year. Uniquely we are owned by the Department of Health and Social Care and any surplus we make is reinvested back into the wider healthcare economy.

United by a passion for the NHS, our talented team of over 1,200 corporate employees are working behind the scenes to ensure that we can continue providing support to the NHS, when they need it most.

Whether that's last-minute shift cover at a local hospital or providing over 20,000 vaccinators to the COVID-19 national vaccination programme – NHS Professionals plays an integral role in helping our NHS deliver safe, efficient, and effective healthcare services throughout the UK.

Our Vision

Driven by a passion for the NHS and its people, our vision is to become the NHS's workforce partner of choice.

We are experts at **putting people in places to care**, and in 2022 our Bank Members delivered 39 million hours of care, saving our NHS Trusts over £6.5 million in agency costs.

Our Values

We care, it's personal

For us, this isn't just a job. We are proud of our purpose in putting people into places to care. We care, because the positive impact we make is good for everyone.



Smart solutions, expertly delivered

Our experience and expertise set us apart. With a can-do attitude and a collaborative approach, we make "yes" happen.



Be bold, make change

We seek opportunities to challenge, evolve, improve and grow. We always find smarter, simpler and faster ways to deliver.



One team, 100%

By working collaboratively, we know we can achieve anything. We are committed to being inclusive and authentic in everything we do.



Job Description

Job Title: Change Manager

Grade: M2

Location: Home Based

Summary

The Change Manager will own and drive the change initiatives identified by the business process and product owners, ensuring successful adoption and embeddedness across NHS Professionals. This role will be pivotal in fostering engagement, ensuring adoption, and enabling stakeholders to transition away from legacy systems. The role holder will develop a sustainable and scalable change enablement framework, lead impactful training and communication programmes, and evaluate the effectiveness of these initiatives to deliver measurable NHSP benefits.

Accountabilities

This role will require ownership and delivery of the change management strategy and adoption across the business as well as ensuring successful adoption of new ways of working across all NHSP stakeholder groups (internal functions and teams, clients and partners). The Business Change Lead will also hold accountability for a successful handover of relationships, change delivery, continuous improvement and reinforcement activity to BAU teams at the end of the project.

Key Stakeholder Relationships:

- Head of Strategic Enablement
- Continuous Improvement
- Process Governance
- Operations
- Client Services
- Specialist Recruitment
- Implementations
- CX Team
- Campaigns
- PMO
- Marketing
- HR
- Finance
- IT Business Partners
- Business Process Owners
- Product Owners
- Audit, Risk & Compliance
- Legal
- Procurement
- Strategic partners and suppliers



Responsibilities

Our values sit at the centre of all we do. In this role, you will demonstrate these values in the following ways:

•We Care, It's Personal

- Develop and execute a fit-for-purpose change management strategy aligned to all new small-to-medium scale continuous improvement initiatives, partnering closely with the Continuous Improvement Lead
- Create effective processes and governance to support implementation of all change initiatives, leveraging PMO support
- Coach and influence senior stakeholders on best practice, consistency and governance on all business changes to ensure successful adoption and business embeddedness
- Use exceptional communication skills to develop relationships and a sense of credibility quickly, with senior stakeholders both within the Chief of Staff office but also within the wider business
- Have a rigorous approach to analysing key customer and colleague experience metrics and use insight to continually evolve the change communication model to ensure that changes are clearly understood and accepted
- An ability to work collaboratively across functions and stakeholders, appreciating business sensitivities and differences

•Be Bold, Make Change

- Conduct change impact assessments to identify and address barriers to adoption
- Work with the Marcomm's Team to create a change narrative and key messages for consistent stakeholder communication.
- Define and track awareness, understanding and adoption metrics to measure change success with the aim of driving a culture of change effectiveness and outstanding execution across NHS Professionals over the long-term
- Identify value-add projects in line with the overall NHS Professional's 5-year plan
- Develop ways of embedding change management into the wider NHS Professionals business to ensure it becomes the norm and drives value and is not seen as simply "another activity"
- Utilise the knowledge and skills of colleagues to accelerate the pace of adoption across all parts of NHS Professionals
- Perform readiness assessments and evaluations to ensure preparedness prior to initiating change programmes

•One Team, 100% Together

- Build and execute a Stakeholder Engagement Plan and provide

business partnership and thought leadership to the business leads to become a trusted advisor on all matters relating to business change and improving customer experience

- Work with all key stakeholders to ensure effective understanding of required levels of reporting, communication, service level agreements, and using persuasive skills to ensure the business changes achieve the best outcome for the service users
- Align stakeholders through targeted communication and engagement efforts, driving deep relationships across multiple stakeholder groups, including different business functions both internal & external
- Drive and role model an inclusive approach that creates a team culture that radiates outwards to the business
- Attend relevant team meetings and contribute to the on-going development of the function and those who work within it
- Create a highly collaborative relationship with colleagues within the Strategic Enablement team and look for opportunities to constantly improve and evolve the service with a view to adding value by liaising with the wider business

•Smart Solutions, Expertly Delivered

- Work with the Marcomm's Team to develop a Communication Plan tailored to diverse audiences, including a robust comms cascade pack that ensures all stakeholders are considered and that managers can successfully roll out the change
- Work with the training team to design scalable training programmes, including a Train-the-Trainer model, and support the training team to deliver customised training content and workshops
- Evaluate training outcomes and iterate based on feedback
- Identify and address key risks in line with the risk management and mitigation process and work collaboratively with the Process & Data Governance Lead
- Mitigate service continuity risk as the project migrates from old world to new world practices and provide oversight and support throughout the Hypercare period and ensuring a successful project closure

Person Specification

Criteria	Essential When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed.	Desirable When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed.
Qualifications and Knowledge:	Change Management certification (e.g. Prosci, APMG).	Knowledge of Salesforce and NHS systems
Experience:	Experience leading large-scale change initiatives	Public health or NHS experience.
Communication and People Skills:	Strong facilitation and negotiation abilities. Effective stakeholder engagement and influence at all levels. Clear verbal and written communication, adaptable to diverse audiences. Excellent interpersonal skills for relationship-building and collaboration.	Experience managing cross-functional teams in complex organisations. Tactful handling of sensitive conversations in high-pressure settings.
Organisational Skills	Strong programme planning and time management to meet tight deadlines. Proven ability to manage multiple priorities in fast-paced environments. Excellent problem-solving, decision making, and attention to detail. Ability to structure and oversee processes for effective delivery.	Knowledge of agile project management methodologies. Proven success in process improvement for greater efficiency.
Specialist Knowledge and Skills	Must pass pre-employment health assessment	
Equality	Candidates should indicate an acceptance of and commitment to the principles underlying NHSP's Equality and Diversity and Health and Safety Policies	

Our Application Process

Complete an Online Application

Our application process is quick and easy. Simply browse our current vacancies and apply online.

You will be asked to complete a short registration form and upload a copy of your CV.



Telephone Call

Your CV will be reviewed by a member of our Talent Acquisition team. We may give you a call to discuss your application further.

We'll keep you updated about the progress of your application via email, therefore please make sure you check your Inbox regularly. (Make sure to check your Junk folder too).



Interview

If successful, you will be invited to attend an interview with the hiring manager.

This is a great opportunity to ask questions and find out more about us!

Some of our roles will have more than one interview: we'll let you know if this is the case.



Assessments

Depending on the role you are

applying for, you may be asked to complete an assessment activity.

Our assessments include online aptitude or personality tests,

or you may be asked to

prepare a presentation.



Offer

If successful, we will call you to make a verbal offer. We'll follow this up with a confirmation email.



Onboarding

Once you have accepted our offer, our Employee Services team will contact you to arrange a start date and to let you know about arrangements for your first day.

