

**Job Description  
NHS Professionals**

<b>Job Title</b>	<b>Business Change Manager</b>
<b>Grade</b>	<tb>
<b>Location</b>	<b>Hemel based (ability to work remotely - with some workshops and meetings in London or Hemel)</b>

**Role Summary**

The Business Change Manager will own and drive the change initiatives associated with the ATS delivery, ensuring successful adoption and integration across NHSP, clients and partners. This role will be pivotal in fostering engagement, ensuring adoption, and enabling stakeholders to transition away from legacy systems.

The successful candidate 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.

**Organisational Position (Illustrative)**

**The ATS Business Change Manager will report to the ATS Delivery Lead**

**The ATS Business Change Manager will have a dotted line in to the ATS Business Architect.**

*Whilst this role works within the ATS project, a significant amount of time will be spent engaging and working with key business functions in terms of those that will be part of enabling change and those that will be impacted by change.*

**Key Responsibilities**

Change Management Strategy and Execution

- Develop and implement a Change Management Strategy and plan aligned with the ATS programme.
- Collaboration with existing business functions to leverage best practices, capability and relationships within the change plan.
- 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.
- Perform readiness assessments and evaluations to ensure preparedness.

#### Stakeholder Engagement and Communication

- Build and execute a Stakeholder Engagement Plan.
- Align stakeholders through targeted communication and engagement efforts.
- Work with the Marcomm's Team to develop a Communication Plan tailored to diverse audiences.

#### Training and Enablement

- Work with the training team to design scalable training programmes, including a Train-the-Trainer model.
- Support the training team to deliver customised training content and workshops.
- Evaluate training outcomes and iterate based on feedback.

#### Risk Management and Mitigation

- Identify and address key risks.
- Accelerate readiness activities to prevent delays.
- Mitigate service continuity risk as the project delivers through Hypercare support.
- Support delivery or necessary Hypercare during and post go-live.

#### Key Accountabilities

- Ownership and delivery of the change management strategy and plan for ATS
- Successful adoption of new ATS ways of working across all NHSP stakeholder groups (internal functions and teams, clients and partners).
- Successful handover of relationships, change delivery, continuous improvement and reinforcement activity to BAU at the end of the project

#### Must-Have Skills, Knowledge and Experience:

- Change Management qualified (eg, PROSCI, APMG)
- Specialism in tech enabled business change at an enterprise scale.
- Prior experience on embedding Salesforce solutions.

**Key Values:**

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

- **Equality and Diversity**  
To act in accordance with NHS Professionals' Equality and Diversity Policy - this is designed to prevent discrimination of any kind.
- **Health and Safety**  
Ensure that all duties are carried out in line with NHS Professionals' Health and Safety Policy.
- **Corporate Image**  
Always adopt a professional image.
- **Risk Management**  
Responsibility for reporting complaints, incidents and near misses through the relevant channel.  
Responsibility for attending health and safety training as required.
- **Responsibility for assisting in risk assessments.**
- **Scheme of Delegation**  
To comply with the Scheme of Delegation - this requires any employee to declare an interest, direct or in-direct, with contracts involving the organisation.

**Note:**

- **This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.**

### PERSON SPECIFICATION

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