##### Role title: Business Change Manager (C1)

##### Reports to: Head of Operations

##### Job purpose: To manage and be responsible for the design, development and delivery of innovative Business Change activities impacting on both departmental project delivery and organisation wide processes. Acting as a bridge into the business operation to identify, assess and embed business change in a way that will optimise benefits and realise the agreed outcomes.

**Financial:** c£600,000 plus project work with an overall company

budget of 8m

**Staff:** 5

**Other:** External suppliers and third party contacts, workingclosely with project leads across the business

##### Principal accountabilities:

1. To develop a business change strategy and implement a programme of interrelated, cross-functional projects, delivering outcomes that enhance operational compliance, effectiveness and efficiency across all business functions.
2. To work with project leads across the organisation having responsibility for oversight of successful delivery of departmental projects, identifying potential barriers to delivery, recommending local solutions and implementing organisational solutions where improvements to compliance, efficiencies and efficiencies can be realised.
3. To monitor organisational performance through the analysis of delivery to KPIs, identifying areas for innovative departmental and organisational development to support delivery to KPI targets.
4. To lead a team responsible for organisational compliance, business change and project management in order to ensure they are supported, developed and motivated to deliver operational excellence across BACP. This is inclusive of line management, coaching conversations and team development.
5. To identify and manage risks that may arise through the delivery of the business change strategy, taking appropriate measures to mitigate these ensuring departmental and business performance is not negatively impacted.
6. To work closely with all departments across the business, engaging with external third party suppliers and internal stakeholders at all levels, helping teams adapt and ensuring effective delivery of business change.
7. To be responsible for defining the benefits that will realised through implementation of the business change strategy, tracking key performance indicators, identifying and correcting post implementation performance issues and reporting on whether outputs and outcomes have led to realisation of the benefits.

**BACP Principal accountabilities:**

* To be a BACP ambassador by upholding and demonstrating our values at every opportunity, through verbal, written and face to face communication.
* Manage and lead employees using a performance management and development process that encourages employee contribution, and includes goal setting together with constructive feedback, such that employees feel valued.

##### Context:

**Operating environment:** Requires understanding of managing change programmes within a complex, multifaceted organisation.

**Framework & boundaries:** Identifies areas for operational development. Autonomy to make strategic decisions within limits of authority.

**Organisation:** See org chart

##### Relationships:

**Direct reports:** Weekly team meetings, monthly 121, project meetings, available if further support is required.

**Manager:** Weekly team meetings, monthly 121, autonomy in role but support available if required.

Other contacts: Requirement to effectively liaise with all BACP departments, existing external partners, potential future partners/suppliers.

##### Knowledge & experience:

A degree or significant practical experience (5 years+) of business change/programme management within a complex organisation

Proven experience of managing significant business projects to a successful conclusion

Proven experience of successfully delivering significant cross-functional business change/transformation from conception through to completion through effective team working and utilising recognised project management methodology (e.g. AGILE and/or PRINCE2)

Excellent management skills with a track record of successful people and team management.

A analytical thinker with the ability to communicate difficult and complex messages to influence a range of stakeholders internally and externally

Excellent stakeholder engagement skills with that ability to influence and challenge at all levels.

Ability to anticipate potential conflict and quickly resolve balancing competing priorities across multiple teams and promoting cross departmental collaboration.

Experience composing and producing well-articulated presentations, briefs and business cases using appropriate tools

Ability to delegate effectively to team members

Excellent knowledge of Microsoft software, including Microsoft CRM, Power BI

Ability to focus on results and outcomes based on clearly articulately KPIs

##### Job challenge: To collaborate with internal stakeholders to ensure BACP delivers to an ambitious strategy through a combination of implementing innovative cross-functional projects and supporting the delivery of departmental projects resulting in operational compliance and improved process efficiency and effectiveness.