**Yorkshire Housing Job description** 

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| **Job title:** | **Change Manager – Salesforce Program** | **Leader of others:** | No |
| **Reports to:** | Head of Portfolio & Change Delivery | **Contract type:** | Agile- homeworking |
| **Business Area** | Technology, Innovation & Change | **Budget holder?** | No |

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| **Job purpose** |
| As the Change Manager for the Salesforce Program, you will be responsible for delivering best practice change management efforts on YH’s large scale transformation program centred around the implementation of Salesforce. You’ll play a critical role in ensuring that all projects and changes are strategically planned, effectively executed, and well-coordinated in line with best practice change management. Your primary responsibility will be creating and implementing change management strategies and plans that maximise colleague adoption and usage and minimise resistance. You will work to drive faster adoption, higher utilisation and greater proficiency of the changes that impact colleagues in the organisation to increase benefit realisation, value creation and the achievement of results and outcomes. This role plays a vital role in driving successful outcomes for YH to become the number one Housing Association in the UK.You’ll be responsible for ensuring all projects within the portfolio have the appropriate change interventions in place. You’ll work closely with business culture, comms and learning delivery experts to ensure effective and coordinated change. You’ll work closely with other colleagues across the organisation and within a multi-disciplined delivery team; Training, Portfolio Delivery Lead, Learning OD & Culture Lead, People Lead and Change Comms Lead. You will collaborate with your colleagues on key change deliverables, in particular change management strategy, portfolio level plans, resource planning, impact analysis and stakeholder analysis.  |
| **Key Responsibilities**  |
| * Apply a structure methodology to shape and define the overall change management strategy and approach for the program. This includes other projects under the program including organisation wide telephony implementation.
* Identify and analyse programme stakeholders, understanding their interest and involvement with the change.
* Assess change impacts and complete relevant assessments.
* Create and own the change management plan that includes communication, readiness, training and change network activities and integrate into the overall programme plan.
* Conduct a training needs assessment in order to develop the approach and detailed plans for training requirements.
* Create and deliver presentations and communications for a range of audiences across the organisation.
* Own an deliver programme communications in accordance with the communication plan.
* Evaluate and monitor business / user readiness criteria and feed into the over go / no go criteria.
* Regularly assess business feedback to identify anticipated resistance, adaptions change management plans accordingly.
* Develop end user training material.
* Execute training delivery in accordance with the training plans.
* Support and engage senior leaders and coach managers and supervisors.
* Consult and coach project teams as required.
* Define and measure success metrics and monitor change progress.
* Collect and analyse feedback on change, diagnosing any gaps and implementing actions to maximise adoption, manage resistance and celebrate success.
* Identify and analyse change management related risks and prepare risk mitigation tactics.
* Work collaboratively within the Change team to identify dependencies and opportunities with other portfolio projects.
* Work strategically with the Business Owners and Product Owner to establish communication strategy and regular comms channels throughout the organisation.
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| **Key Relationships:** |
| **Who you’ll work alongside** |
| * **Salesforce Programme and Project Managers and teams** - Provide specialist advice on the appropriate change management approach for individual programmes, based on best practice. Collaboratively develop suitable approaches to change, and understand the impact of and desired outcomes of that change. Ensure change management is built into programme and project plans and influence programme and project managers to balance delivery timescales with landing the change effectively
* **PMO** – provide change updates to your project, and contribute to reporting information when required. Wider strategy and transformation team - provide Subject Matter Expert (SME) advice on change management approaches, tools and techniques
* **Internal Communications** - provide communications key messages and work collaboratively to plan, design and deploy communications via the optimal channels in order to inform and engage stakeholders across YH.
* **People and Culture team** - support the realisation of the People and Culture plan alongside the People & Culture Team through advising on change approaches, aligning change with transformational change and understanding YH’s people vision
* **Programme Sponsors, Business Owners and wider organisational stakeholder**s - advocate for change management approaches and understand how change will impact on stakeholders at a variety of levels in order to design and recommend proportionate and effective change management.
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| **What you’ll bring to the role** |
| **The main things:** |
| * Qualification or degree in a relevant field (preferably ProSci Change Practitioner or similar).
* You will have experience within change management for Salesforce or other CRM system implementation programme.
* Extensive experience in change management, with a demonstrable track record of managing a complex change program.
* Strong understanding and demonstrable experience of change management strategic planning and project management (including both agile and waterfall).
* Excellent leadership and interpersonal skills to effectively manage and lead change management teams.
* Strategic mindset with the ability to align change initiatives with the organisation's strategic goals.
* Excellent written and verbal communicator, including the ability to relay complex information in a clear, compelling and engaging manner and confident presenting to large groups, both in person and virtually. With the ability to flex and adapt these styles as needed.
* Analytical skills to assess the impact of changes, implement the appropriate change interventions and measure the success of change initiatives.
* Demonstrable experience in developing and implementing change management frameworks, methodologies, and tools.
* Ability to navigate complex organisational structures and build strong relationships with stakeholders at various levels.
* Experience in delivering both significant improvements to customers and culture change programs.
* Proven ability to influence and collaborate with senior stakeholders, portfolio leads and project managers.
* Strong problem-solving skills to address challenges and obstacles related to change management.
* Resilience and adaptability to manage multiple change initiatives simultaneously in a fast-paced environment.
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| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work. **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.**Be curious** • Think differently • Ask questions • Keep learning.**Make it happen** • Own it • Do it • Be empowered.**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.**Have fun** • Enjoy work • Be yourself • Stay connected.We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity, and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles.  |