



Sanctuary was established in 1969 and since then it has grown into a successful provider of housing and associated services, now managing over 79,000 units of accommodation throughout England and Scotland including general rented, sheltered, supported accommodation, student and key worker accommodation and care homes.

SENIOR BUSINESS CHANGE LEADERS

WORCESTER

£39,281 TO £43,062 PER ANNUM, 35 HOURS PER WEEK

As a Senior Business Change Leader you will play a crucial role within a significant programme that is currently underway to deliver new Finance and Procurement systems for the Sanctuary Group.

Working as part of the team, you will use your outstanding communication and partnering skills to prepare stakeholders for the expected system and process changes, ensuring engagement and buy in. This may include facilitating workshops and producing help guides for new processes. You will also work with colleagues, customers and third parties to maximise and track the benefits delivered.

With a sound working knowledge of end to end finance and procurement processes, you will have some experience of delivering projects and dealing with conflicting priorities in order to meet milestones within quality targets. Knowledge of managing successful programmes (MSP) or a project management qualification would also be advantageous.

Ideally, some line management experience within a finance shared service and/or a financial reporting environment is required.

As well as strong support and involvement, you will also receive our excellent benefits package, which includes 28 days annual leave and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SG1656.

Closing Date: 5pm on 24th February 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent unlawful working.

Sanctuary Group is a trading name of Sanctuary Housing Association, an exempt charity.



SENIOR BUSINESS CHANGE LEADER

Reports to:	Senior Finance Project Manager
Scope:	<ul style="list-style-type: none"> ▪ Office based role with regular travel and overnight stays ▪ Frequent telephone and computer use with associated office hazards ▪ Driving between sites throughout the UK
Job Purpose:	To manage the delivery of change programmes and projects within specific business function, ensuring stakeholder engagement and the delivery of identified business benefits in line with the programme and project plans.

CONTEXT

This job sits within the Sanctuary Group Information Systems function. The function is responsible for delivering IS capability within the Sanctuary Group to deliver high quality services for customers.

The job holder will be responsible for managing the delivery change programmes and projects within a specific business function. This role is key to delivering the identified business benefits of programmes by effectively communicating with stakeholders, ensuring buy-in is achieved and embedding new systems and processes within the relevant business areas. The job holder will be required to work closely with the programme and project teams to identify areas of change and their impact on existing systems and processes. They will develop tools, techniques and documentation suitable for the relevant stakeholders to communicate these in ways that will be understood and accepted by other staff whilst ensuring business stability is maintained during the transition. This may include facilitating workshops and producing help guides for new processes using the right terminology to effectively integrate the required changes. This is not an exhaustive list and other duties requiring similar skill levels may be required.

The key business objectives of this job are to:

- Prepare the specific business area for the expected changes, effectively communicating at all stages of the programme to ensure stakeholder engagement and buy in
- Work with colleagues, customers and third parties to maximise and track the benefits delivered, in line with the business case

The job holder will take care of their own safety and that of other people, co-operate with the organisation in matters relating to health and safety and not interfere with or misuse anything provided for their health and safety. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. Manage the delivery of change programmes and projects within specific business functions, ensuring stakeholder engagement and the delivery of identified business benefits in line with the business case.
Measure: Stakeholder feedback, business benefits realised, achievement of expected programme targets and outcomes
2. Develop appropriate tools, techniques and good practice processes to engage stakeholders in change process and effectively deliver the required changes that deliver the anticipated business benefits, managing relevant communications to ensure buy-in achieved.
Measure: Appropriate tools, techniques and processes developed, stakeholder feedback, achievement of anticipated business benefits, communications effectively managed, buy-in achieved
3. Develop and manage relationships with key stakeholders, identifying any issues with the successful achievement of anticipated change programme benefits, ensuring they are dealt with appropriately to meet the changing needs of the Group.
Measure: Stakeholder feedback, problems resolved efficiently, benefits realised
4. Provide regular, high quality management information and updates on programme delivery from the functional perspective, escalating issues and decisions as appropriate.
Measure: Quality of reports, issues identified, quality of recommendations to ensure delivery, feedback
5. Manage the recruitment, performance management and development of quality staff to ensure required skilled staff are available to meet the business needs for delivering change programmes and projects within the business area.
Measure: Number of vacancies, recruitment costs, staff turnover, performance management issues

6. Contribute to the management and implementation of special programmes and projects in support of the Group's activities, particularly change programmes and projects.

Measure: Achievement of programme/project delivery targets and outcomes

RESOURCES

Finance	Responsible for managing the delivery of change programmes and ensuring effective use of all resources
Staff	Direct staff - Up to 1 direct report plus providing coaching and support to other staff as required
Other	Group wide service provision

PERSON SPECIFICATION

Competencies

Adaptability	Is flexible when circumstances change and keeps projects and goals on track by changing the approach they take. Flexes the approach to fit the person or situation faced.
Communicating and Influencing	Carefully considers and adapts the influence approach used to fit the specific needs of the audience. Anticipates and prepares for the reaction of the audience to the way arguments are presented.
Continuous Improvement	Sets challenging but attainable goals aimed at significantly improving the performance of self and others. Works relentlessly to overcome any obstacles or barriers to success.
Customer Service	Goes beyond expectations to provide assistance during critical periods and/or adds value to the customer.
Decisiveness	Looks ahead in the medium term (typically up to 12 months) to identify potential issues or opportunities and proactively takes action to resolve / capitalise on these.
Problem Solving	Understands problems by linking different elements (e.g. A leads to B leads to C) or by recognising similarities / differences with problems experienced before and identifies possible solutions.
Leadership	Sets out a clear mission and ensures they gain the buy-in of the team. Establishes and enforces clear norms for the group and role models desired behaviour.
Developing Others	Provides specific positive or constructive feedback for the purposes of development and provides individualised suggestions for improvement.
Managing Performance	Imposes new, different or higher standards of performance and insists on compliance with own requests.

	Essential	Desirable
Qualifications and Attainments <ul style="list-style-type: none"> ▪ Degree, management qualification or relevant professional qualification or knowledge and ability at an equivalent level ▪ Full, current driving licence 	 √ √	
Work Experience <ul style="list-style-type: none"> ▪ Comprehensive knowledge of managing relevant systems and processes within the specified business area ▪ Proven experience of supporting the delivery of medium to large scale projects/programmes, ideally working as a subject and/or business area expert ▪ Proven experience of working effectively with others, including indirect reports, to deliver business change programmes/projects with responsibility for stakeholder engagement and benefit realisation ▪ Proven track record of demonstrating commercial acumen, achieving results including ability to meet changing business needs ▪ Proven experience in developing and delivery tools, techniques and processes and supporting materials that support the delivery of business change ▪ Proven experience of producing progress reports and management information, including making recommendations for changes needed to ensure delivery ▪ Proven experience of managing staff 	 √ √ √ √ √ √ √ √	
Skills <ul style="list-style-type: none"> ▪ Good negotiation and presentation skills ▪ Excellent organisational, project management and planning skills ▪ Excellent communication skills including clear written and spoken English ▪ Excellent interpersonal and customer care skills ▪ Ability to extract and interpret computerised data ▪ PC literacy <ul style="list-style-type: none"> Intermediate Microsoft Word or similar Intermediate Microsoft Excel or similar Intermediate Microsoft PowerPoint or similar Intermediate Microsoft Project or similar 	 √ √ √ √ √ √ √ √	

Email and internet communications

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