



## **JOB DESCRIPTION FORM**

### **THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM**

<b>Job Title:</b>	Business Change Manager
<b>Department:</b>	People and Organisational Development
<b>Reports to:</b>	Learning & Organisational Development Manager
<b>Contract type:</b>	Fixed Term
<b>Key relationships:</b>	Product Management Engineering & QA
<b>Hours:</b>	35 hours per week (Required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)
<b>Grade:</b>	F
<b>London Weighting:</b>	As applicable
<b>Location:</b>	Any RCN office

#### **Job Purpose:**

As a Business Change Manager, you will play an essential role in the successful implementation of a new HR/Payroll and Finance system. The primary responsibility is to ensure that RCN Group can smoothly transition from the current state to the desired future state.

#### **Key Responsibilities**

##### **1. Change Management**

- Develop a comprehensive change management strategy aligned with the overall project goals and objectives.

- Develop and manage a comprehensive communication plan to keep stakeholders informed throughout the implementation process.
- Regularly communicate project updates, milestones, and any changes in timelines.
- Identify and engage key stakeholders, including HR and finance employees, management, and the wider RCN Group end-users.
- Communicate the benefits of the new system and address any concerns or resistance.
- Develop and implement a training program to equip employees with the necessary skills to use the new HR and finance system effectively.
- Communicate effectively with stakeholders to manage expectations and address concerns.
- Ensure that communication is tailored to different audience groups and is timely and transparent.
- Identify potential risks and resistance to change within the organisation.

## **2. Specific Role Responsibilities**

- Will be the lead at joint RCN/Vendor delivery project meetings and will own and action relevant change management related tasks.
- Working with RCN Learning and Development teams, assess any skill gaps and training needs of employees affected by the new system.
- Conduct a thorough assessment of how the new system will impact workflows, roles, and processes.
- Identify areas of potential disruption and develop mitigation strategies.
- Establish key performance indicators (KPIs) to measure the success of the change management process.
- Regularly monitor and evaluate the effectiveness of the change initiatives and adjust as needed.
- Facilitate business change activity collaboration between HR, payroll, and finance teams to ensure a cohesive implementation.
- Foster a culture of teamwork and shared responsibility for the success of the project.

- Facilitate workshops, focus groups, and town hall meetings to engage users in the change process.
- Solicit feedback and address concerns to ensure user buy-in and support.
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- Develop a post-implementation support plan to address any issues that may arise after the system goes live

### **3. Additional Responsibilities**

- Treat colleagues, members, customers, and others with respect in line with our values and Our Respect Charter.
- Champion equality, diversity, inclusion, and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group Equality, diversity and inclusion statement.
- Create and maintain comprehensive documentation for all system changes.
- Generate regular reports on change management project status, key performance indicators, and other relevant metrics for management review.
- Comply with the RCN Data Protection Policy, Retention Schedule, and department procedures to ensure personal data is protected at all times.
- Undertake any other duties as requested in line with the job role.

Job description updated by:  
Tina Keshiro  
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