

### **Job Description**

<b>Job Title:</b>	People and Culture (HR) Change Manager (12 Month Fixed Term Contract)
<b>Reports To:</b>	Head of People Partnering
<b>Location:</b>	Headquarters, Dunfermline (with a flexible blend of home working)
<b>Hours:</b>	9am - 5pm, 35 hours, Monday to Friday
<b>Contacts:</b>	Director of People & Culture, People & Culture team, Transformation Programme Director, Communications specialists, Line Managers, Colleagues across the Society & occasional work with external service providers.

#### **Overall Purpose of the Role:**

The role holder is responsible for leading on the people elements of strategic transformation projects across the Society, ensuring that people change is delivered effectively, in line with agreed people principles, and that colleague experience of change is at the heart of delivery. The role holder will have significant people change management experience and, will require a strong ability to manage multiple complex projects concurrently, identify and mitigate related risks and issues and demonstrate a responsive and agile approach to change delivery

You will have a strong understanding of employment legislation including hands-on employee relations/industrial relations experience. This role will work closely with the People Leadership team and the wider organisational Senior Leadership team and requires experience communicating, and engaging at all levels up to, and including board level.

This role requires a significant record of strategic change delivery, the ability to work autonomously with minimal direction, be agile and thrive working at pace within a high-performing People and Culture team. It's an exciting time to join the Scottish SPCA People & Culture team. This role offers lots of variety and the opportunity to make a real difference in one of Scotland's most prominent charities, and the communities and animals it serves.

Your responsibilities in key areas are:

#### **Change Management Strategy & Delivery:**

- Develop and implement change management frameworks, strategies and plans to support people-related transformation initiatives.
- Identify potential risks and resistance points, creating mitigation strategies to ensure project success.
- Lead multiple complex People projects autonomously and concurrently with the support of the Head of People Partnering and People Leadership team.
- Identify, monitor and articulate change impact as part of any change management framework and strategy.

- Define, develop and communicate success metrics for change management which includes the development of data metrics

#### **Employment Legislation Knowledge:**

- Provides stakeholders with up-to-date employment legislation advice on a range of P&C topics including, but not limited to, employee relations, industrial relations and people change process.
- Under the direction of the Head of People Partnering, support the wider People & Culture team on a range of legislative people-related activities including taking a hands-on approach in formal meetings.

#### **Stakeholder Engagement:**

- Build strong relationships with senior leadership, managers, and colleagues to ensure buy-in and alignment with change initiatives
- Act as a trusted adviser to stakeholders, providing insights on the human impact of change.

#### **Communication and Training:**

- Work closely with the Communications Team to support the design and execution of communication plans that articulate the vision, purpose, and benefits of change initiatives clearly and effectively.
- Develop, with the support of the people development team, and deliver training programmes, workshops, and materials to prepare employees and leaders for change adoption.
- Coach and develop leaders to ensure change initiatives are led effectively.

#### **People Experience and Culture:**

- Promote a culture of adaptability and innovation by embedding organisational values, people change principles and Society behaviours into all change initiatives. And coach, influence and hold to account stakeholders to do so.
- Support the people experience team in monitoring employee engagement, particularly through change activity.

#### **Project Leadership and Support:**

- Collaborate with wider organisational project teams (including Transformation Programme Director and Project delivery Leads) to integrate change management activities into project plans. Focused on being the people project lead and providing strong strategic leadership on various change management programmes.
- Measure and report on the success of change initiatives and employee satisfaction.
- Define success metrics and monitor performance throughout change activity.
- Recognising that change is rarely linear, the ability to project lead with agility whilst being adaptable to the shifting change needs of the society.

**Continuous Improvement:**

- Working closely with the Head of People Partnering to develop change frameworks, documentation, templates and guidance to build resilience for future change initiatives.
- Evaluate lessons learned from change initiatives and refine processes to improve future change efforts.
- Stay up to date with best practices and emerging trends in change management and HR transformation.

**Key Personal Attributes:**

- Excellent verbal and written communication skills with strong customer focus on building solid business relationships
- A strong focus on creating and maintaining a good colleague experience and ensuring colleague engagement through change
- A 'can-do' attitude and is comfortable working across the full breadth of People & Culture in a 'hands-on' manner
- Agile and resilient
- Strong attention to detail
- Strong project management skills and demonstrable experience in leading multiple complex change initiatives concurrently
- Strong leader with the ability to influence at all levels
- Self-starter and comfortable leading projects with minimal supervision
- Significant stakeholder management skills including at board level
- Strong commercial capability
- Significant experience of working in a unionised environment
- Understanding of people engagement drivers and interventions designed to drive this
- Ability to deliver through others