

**JOB DESCRIPTION**

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| **Job Title** | Change Manager | |
| **Job Location** | Two days in the office per week at either AgilityEco’s head office in Sutton or subsidiary offices in Aylesbury. Travel to other offices as well as to meet with clients may be required. | |
| **Remuneration** | Up to £60,000 per annum, depending on experience [plus discretionary bonus opportunity of up to x%] | |
| **Hours** | 37.5 hours per week with 25 days annual leave excluding bank holidays. | |
| **Company Overview** | Founded in 2013, AgilityEco is a mission-led BCorp business that provides a range of services supporting energy efficiency and retrofit into domestic properties in Britain – especially in fuel poor and vulnerable homes.  AgilityEco has grown to become one of the leading delivery organisations for energy efficiency and retrofit programmes in Britain, supporting over 36,000 households in 2022/23, delivering nearly 95,000 energy efficiency measures and generating £75m in lifetime bill savings. Working with hundreds of partner organisations, including partnerships with 365 local authorities, we provide a range of services for energy companies, homeowners, installers, local authorities and social housing and private landlords, such as:   * **LEAP (Local Energy Advice Partnership)**: A project providing advice, support and energy saving measures to fuel poor and vulnerable households referred by local authorities and local referral agencies. * **WHF (Warm Homes Fund) Projects:** providing first-time central heating and gas connections to fuel poor households with homes most in need of improvement, now changing to low carbon heating systems. * **Warm Home Local Grant (WH:LG)**: administered by the Government’s Department for Energy Security and Net Zero (DESNZ) to offer funding to provide energy efficiency upgrades and low carbon heating to qualifying on and off-gas homes. * **The Energy Company Obligation** **(ECO):** A funding that energy suppliers are required to spend on energy efficiency measures into fuel poor homes.   The government is subject to binding targets under net zero (Climate Change Act) and energy affordability (Fuel Poverty targets) and to meet this need, the scale of work carried out by AgilityEco is forecast to grow materially in the coming years.  To support growth and increased efficiency of service, the business is currently undertaking a full technology transformation programme and system upgrade, replacing its current CRM to a Salesforce platform, redeveloping its website and digital journeys and adding a new telephony system. The transition to these new systems with evolution of the current operating model will need to be accomplished in parallel with forecast steps up in workload across the business. The business is also actively pursuing M&A enabled growth which may, in time, provide additional integration requirements.  Going forward, change will become a fact of life given how fast the business is evolving. It is essential, therefore, to build a capability to plan for and execute change successfully.  As part of a new and growing function, the Change Manager will play a critical role in ensuring the successful implement & transition to our new ways of working, whilst supporting the Head of Change in implementing the necessary capabilities to deliver Change effectively on a consistent basis.  We value diversity and encourage people from all backgrounds and communities to apply, our team’s individual life experiences are part of what makes us great, and we commit to providing a safe and inclusive environment for all. | |
| **Role Summary** | As part of the Change function, this role will require both Change Management & Business Analysis capabilities.  As a Change Manager, you will lead the planning, coordination, and execution of change initiatives that enable the organisation to adapt effectively to new processes, technologies, and cultural shifts. The technology transformation programme forms a critical pillar of the Business’s growth plans. As the primary focus of the role, you will work closely with Product Owners, SME’s & the IT project team to ensure the successful deployment & adoption of the new ways of working.  The role holder will manage the deployment plans for the programme, coordinating business readiness activities including testing and acceptance, Go-No-Go deployment, user training and cutover planning.  Responsibilities include:  **Change Management Planning**   * Develop and manage Change & deployment plans as part of project initiation procedures * Conduct impact analyses to identify affected stakeholders, processes, and systems. * Define change metrics and success criteria to measure adoption and benefits realisation.   **Stakeholder Engagement**   * Identify and engage key stakeholders, sponsors, and change champions at all levels. * Facilitate workshops, roadshows, and governance forums to ensure alignment and buy‑in. * Maintain ongoing communication and feedback loops to surface concerns and address resistance.   **Communications & Training**   * Design and deliver tailored communication plans, leveraging multiple channels (e.g., newsletters, intranet, town halls). * Lead the development of training curricula & material (e.g. job aids, e‑learning modules), collaborating with group learning and development teams where applicable. * Coordinate “train‑the‑trainer” sessions and hands‑on practice opportunities for both internal & external stakeholders   **Adoption & Reinforcement**   * Monitor adoption metrics (e.g., system usage, process compliance) and identify areas needing reinforcement. * Implement reinforcement activities (e.g., quick reference guides, coaching). * Capture lessons learned and embed continuous improvement into future change efforts.   **Risk & Issue Management**   * Identify potential risks and barriers to adoption; develop mitigation and contingency plans. * Maintain an issues log and escalate complex challenges to program leadership as needed. * Track and report change readiness throughout the lifecycle of each initiative.   **Business Analysis**   * Work with business teams to identify pain points and to develop possible solutions. * Work closely with internal stakeholders including Senior Managers to gather and document well-defined requirements and write user stories in line with business objectives, keeping a focus on business goals when translating requirements * Utilise Business Analysis skillset to support the system changes, such as process mapping, requirements gathering, technical definitions and schedules, testing and acceptance criteria. | |
| **Dimensions of Role** | The Change Manager will manage key initiatives as part of AgilityEco’s Transformation and Change activity, reporting to the Head of Change. The role will work closely with Business Analysts, the IT Programme and Project Managers and Business Product Owners | |
| **Essential skills, knowledge and expertise** | | The successful applicant will:   * Have 10+ years’ experience in business analysis and change management delivery, with a strong understanding of business change management methodologies and best practices. * Have experience in delivering large scale business change initiatives (both IT & non-IT focused) * Demonstrated ability to lead cross-functional teams and manage multiple projects simultaneously. * Proficiency in project management tools and techniques, with certification in a waterfall and agile methodologies, such as PRINCE2, PMP, AgilePM, ACP, etc. * Certification in Prosci, ACMP or similar change management certification is highly desirable. * Experience working in a services organisation is desirable. |
| **Person specification** | | Additionally, candidates must:   * Be data driven and possess drive, a strong work ethic, high integrity, humility, and the ability to operate at pace. * Have excellent interpersonal skills and the ability (and desire) to interact at all levels across the business; a genuine intellectual curiosity and a collaborative mindset to unite colleagues around new ways of working. * Ability to solve problems by thinking laterally to present solutions rather than issues, with strong attention to detail and a reputation for delivering accurate and timely information * Be commercially astute, with experience of working in a fast-paced, technology-enabled organisation and ability to support an entrepreneurial and growth-focused business mindset. |