



People Change Manager (Mobilisations, Exits & Bids)

My Role Pack

Name	:TBC
Reports to	: Millie Macdonald, Organisational Design Manager
FTE Salary	: £35,000

My Role Pack



Give you a summary of
your role



Outline core role
responsibilities



Understand the key
skills required of the
role



Explore what training
may be available

Role Purpose

The People Change Manager will support operational leaders from a people perspective across change activities, including mobilisations, exits, and bids. The role provides specialist expertise in TUPE and organisational change, identifying workforce risks and ensuring these are fully considered in planning and decision-making. As a trusted advisor, the People Change Manager coaches leaders throughout the change process, helping them understand people impacts and effectively manage workforce considerations end-to-end.

☐ Lead all elements of TUPE processes in collaboration with operational managers, providing expert technical guidance throughout.

☐ Ensure full compliance with TUPE legislation and internal HR policies across mobilisation, exit, bids and retender projects.

☐ Support operational managers to design and implement consultation approaches that promote clarity, build confidence, and maintain trust for affected colleagues.

☐ Work with People and Culture Leads to ensure smooth integration and embedding of services following transfer.

☐ Collaborate closely with the Organisational Design team across end-to-end people change activities—from bid support and workforce design, through mobilisation, to potential service retender or exit.

☐ Support operational managers and project teams to plan and deliver all pre- and post-transfer engagement activities.

Role Responsibilities

TUPE Leadership & Governance

- Lead and manage the full end to end TUPE process for mobilisation, retender and exit activities, ensuring all stages are delivered in full compliance with TUPE legislation and internal HR policies.
- Oversee due diligence activities, including the secure collection, analysis and management of Employee Liability Information (ELI).
- Act as the organisation's TUPE subject matter expert, providing clear, guidance to operational leaders and project teams.

Communication & Engagement

- Work with Communications, Operational Leads and People & Culture colleagues to design and deliver transparent, empathetic and timely communication plans for affected colleagues and key stakeholders.
- Attend formal and informal consultation sessions, ensuring toolkits are available for discussions to be well-documented, consistent, and aligned to statutory requirements.
- Represent HCRG Care Group's values and behaviours when engaging with commissioners, ICBs, councils and incumbent providers.

Data & Systems

- Ensure the accurate, secure and confidential handling of colleague data throughout mobilisation, exit, bid and retender processes.
- Collate, review and validate all incoming and outgoing ELI information, escalating issues and risks where required.
- Work closely with People Data and Systems teams to support the seamless integration of transferring colleagues into HR systems, workflows and processes.

Role Responsibilities

Compliance & Risk Management

- Ensure all people change activities align with relevant employment law, TUPE regulations, and ED&I principles.
- Maintain and continuously improve TUPE policies, process documentation and toolkits to ensure readiness for audit, governance reporting and quality assurance.
- Identify workforce risks early, propose mitigations /potential solutions and escalate concerns appropriately.

Collaboration & Continuous Improvement

- Provide expert technical support across mobilisations, exits, bids and retenders, ensuring People & OD considerations are integrated at every stage.
- Lead post transfer reviews, working closely with People & Culture Leads to embed lessons learned and strengthen future mobilisation approaches.
- Constructively challenge assumptions and decisions to ensure workforce impacts are understood, anticipated and effectively managed.
- Support the Organisational Design team to design workforce structures that reflect organisational design principles and service requirements.

Additional Requirements

- Based from Runcorn with flexibility to travel nationally to support consultation, engagement and mobilisation activity.
- Confident and effective in delivering presentations and facilitating group discussions with colleague groups and stakeholders.
- Demonstrates resilience, adaptability and a proactive “can do” approach in a fast paced, change driven environment.
- Consistently models HCRG Care Group values in all internal and external interactions.

Role Skills

Behavioural (How you work)

- Strategic Thinking & Influencing: Able to anticipate workforce implications, shape decision-making and influence senior stakeholders, both internal and external.
- Exceptional Attention to Detail: Ensures accuracy in documentation, data handling and compliance activity.
- Integrity, Discretion & Professionalism: Manages sensitive colleague information with confidentiality and care.
- Clear & Compassionate Communication: Able to simplify complex information, build understanding and maintain trust.
- Collaborative Leadership: Brings people together, builds strong relationships and works smoothly across organisational boundaries.
- Empathy & Emotional Intelligence: Supports colleagues through change with sensitivity and awareness.
- Resilience & Adaptability: Navigates ambiguity, maintains performance under pressure and adjusts quickly to new requirements.
- Problem-Solving & Critical Thinking: Assesses risks, analyses workforce data and proposes pragmatic, people-centred solutions.
- Facilitation & Conflict Resolution: Confidently manages challenging discussions and ensures fair, constructive outcomes.

Technical (What you know)

- Advanced TUPE Expertise: understanding of TUPE legislation, consultation processes, and best-practice people change methodologies.
- Organisational Change Knowledge: Experience designing and delivering people change activities across bids, mobilisations and restructures.
- Documentation, Reporting & Governance: Ability to produce high-quality documentation, consultation records and reports.
- Microsoft Office Proficiency: Advanced use of Excel, Word, PowerPoint and SharePoint.
- Employment Law Awareness: Strong grounding in wider employment law to support compliant decision-making, including TUPE regulations.
- Project & Programme Management: Understanding of project lifecycles, planning, stakeholder management and milestone tracking.
- Workforce Analytics: Ability to interpret ELI data, identify workforce trends and highlight risks.

Role Training

Essential Knowledge & Compliance

- TUPE Regulations and Employment Law
- GDPR and Data Protection
- ED&I
- HR Systems Training
- CIPD Level 5

Practical Skills & Communication

- Leading Consultation Processes
- Strategic Communication and Engagement
- Advanced Microsoft Office Skills
- Governance and Audit Preparation
- Mentorship and Coaching