



People change and transformation Lead BSW.

My Role (Job Description)

Name :-

Reports to :- Debbie Kitchen, Head of Specialist HR.

Job Purpose

- The primary responsibility of the Change and Transformation Lead will be to align the structural, cultural, and strategic aspects of work to meet the evolving demands of BSW's dynamic business environment. This role will adopt a deliberate and structured approach to enhancing long-term organisational performance by actively involving BSW employees and managers. It will support BSW managers in developing the right mindset and capabilities for organisational growth, ensuring leaders take a holistic view and address the necessary changes to drive progress.
- The role will evaluate the company's objectives, strategic direction, structure, and culture to create processes that promote sustainable, long-term success. It will play a key role in executing BSW's strategy by engaging and optimising its workforce. Additionally, the role will facilitate decision-making discussions that are timely and well-informed, fostering confidence and empowering managers to generate their own solutions, while ensuring compliance with employment law and best practices.
- The ideal candidate will have a deep understanding of change management principles, with a proven history of successful implementation. They will bring strong expertise in change management methodologies and frameworks, along with experience in managing changes related to people, processes, and culture. Exceptional planning and prioritisation skills, the ability to work in a fast-paced environment, and a talent for building effective partnerships will be essential for success in this role

Within your role you will

Strategy

- Work closely with the Head of Specialist HR to develop operational plans to deliver BSW leadership and workforce strategies.
- To work with senior leaders across BSW using high level communication and influencing skills to analyse and manage complex and contentious information.
- Manage coordinate, create and deliver complex corporate learning and organisational development interventions, supporting Managers to always understand how to have the right people with the right skill in the right place at the right time.
- To develop and implement a workforce transformation strategy to ensure that the workforce is fit for the future plan for BSW. All managers and leads understand the as is - to be model and have a workforce plan to achieve it within agreed timescales.
- Work with all stakeholders across the organisation to ensure projects gain the correct input for success.

Change / Transformation

- To partner the Regional Director to initiate positive change, communicate so there is understanding, create ownership amongst the BSW management enabling positive cultural change.
- Work with stakeholders to identify pragmatic solutions to business issues, balancing commercial needs with the needs of our colleagues, enabling proactive solutions.
- Provide specialist expertise across all areas of organisational development including talent management, leadership development, organisational culture, process consultation, staff engagement, reward and recognition, team development and the human dimensions of change.
- To ensure that all OD practices and initiatives embed and drive forward digital first ethos.
- Leading on the BSW mobilisation, ensuring all people activity is delivered per timescales, liaising with key stakeholders across the people team to ensure a safe transfer.
- Working in partnership with the BSW Mobilisation Lead.

Within your role you will

Development

- To work closely with the HR Case Management team to understand areas of poor performance and reach out to ensure plans are in place to address the poor performance against HR KPIs across BSW
- To ensure all managers understand their job role, are equipped with plans to deliver against their objectives and know how to interpret data to develop data driven plans, improving productivity across their service.

Culture

- To proactively work with and coach all managers and leads across BSW to develop plans to promote a positive engaging culture, with an emphasis on inducting all colleagues into the organisation and ensuring they have all they need to know to feel like they belong.
- To work with comms to understand the results of colleague's surveys and produce plans to tackle any BSW wide cultural issues highlighted.
- To feedback any issues around support, capability, coaching requirements to the central HR team for BSW..

Skills

How (Behavioural)

- Empathy, putting people first
- Resilience, getting the best from yourself
- Professional courage and Influencing
- Collaboration. Working better together
- Innovation, being open to new ideas
- Responsiveness, thinking on your feet.
- Facilitation, initiating action through others.
- Accountability and integrity
- Interpersonal savvy
- Planning and prioritization
- Problem solving and decision making
- Self-awareness
- Strategic ability

What (Technical)

- Insights focussed, Employment legislation.
- Change management.
- People Practice.
- HR Data, people analytics
- Performance management
- Diversity and inclusion
- Employee experience
- Commercial Awareness/business acumen
- Conflict management
- Customer and service user focussed
- Developing self and others
- Information technology
- Process and project management
- Speaking and presenting
- Written communication

Qualifications

Essential

- CIPD level 7 or Chartered membership of the CIPD.
- Educated to degree level or have the relevant experience.

Desirable

- Facilitation qualification / or significant proven experience.
- Project management / or significant proven experience.