

Role profile for a: Business Change Advisor

Salary: £40,175 (DOE)

Reports to: Programme Delivery Manager

Band: E

Base location: Swindon / Newport / Billingham

Business Group

Partnerships & Change

What it's like to work in the Business Change Team

We are a small friendly team that share a passion for business change. Our working environment is inclusive and supportive, which means that whilst we each have separate initiatives that we are working on, we are always there for each other to lend a hand or bounce ideas on approaches that we are looking to utilise. Our approach to leadership in our team is consultative, you won't be micromanaged here, you will be enabled to take responsibility for delivery, whilst being able to draw upon the knowledge and experience that exist within the senior leadership. We always welcome new ideas that can improve our practices.

Our working environment is inclusive and friendly and we work a mixture of full and part time hours. We operate a hybrid working model which offers the flexibility to create your own working week with a mixture of working from home and coming into our offices frequently. This allows for collaborative working, knowledge sharing and a supportive team dynamic. We think it is important that you have the option to choose what hour and location works best for you and the business.

[For more information on our company benefits, please visit our website.](#)

Key Responsibilities

- Support and lead on elements of the successful delivery of UKSBS's Business Change, inspiring colleagues and clients to think innovatively to improve how they work, enable people to translate ideas into reality and provide business change expertise, to help people navigate change successfully and maximise the benefits.
- Influence and advise on how best to implement change practices and methodologies into how we operate.
- Support the smooth running of the Business Change Team and get involved in different projects, programmes and initiatives taking place across the business.
- Develop a good understanding of UKSBS's major change programmes and smaller change projects, and the resulting business change impacts, embedding yourself into the culture to bring about change effectively and thoughtfully, by identifying the interventions that will create the greatest impact.
- Act as a point of contact and ambassador for business change to provide support and guidance across the business.
- Manage specific internal people change initiatives, including our Business Change Group.
- Develop professional relationships with stakeholders and colleagues to share and utilise information, advise and influence Senior and Middle Managers.
- Use judgement, creativity and flexibility to resolve complex problems, contributing to decisions taken by colleagues and being persuasive in recommending a course of action.

About UKSBS and our team

UKSBS is a public sector shared service centre providing high quality HR, Payroll, Finance, Procurement and IT services and expertise to our partners. We are proud of the part we play in enabling our partners to achieve the best outcomes for the British people and the UK economy.

Partnerships & Change (P&C) supports and delivers the UKSBS Portfolio of Change, through the delivery of change and project, programme and portfolio management. P&C also provides internal Business Analysis services to the organisation.

The Business Change Team work on a variety of Programmes/ Projects, both internally and client led. We work as part of change delivery, to determine the business impacts of any major changes, to prepare those that are impacted and support the embedding of change into business as usual.

We are always looking for talented people who have the passion to do things better for our customers.

Key Responsibilities continued

- Responsible for improving own expert knowledge of business change, and other change methodologies.
- Build trusted relationships with colleagues, deliver at pace, communicate and collaborate effectively, with a real attention to detail.
- Develop an understanding of the challenges different teams are facing, and identify the interventions that will best support them in embedding changes.

Flexibility may be required to respond to the changing needs of the organisation and the service. You may also be asked to support with ad hoc projects and pieces of work relevant to your role in line with business requirements.

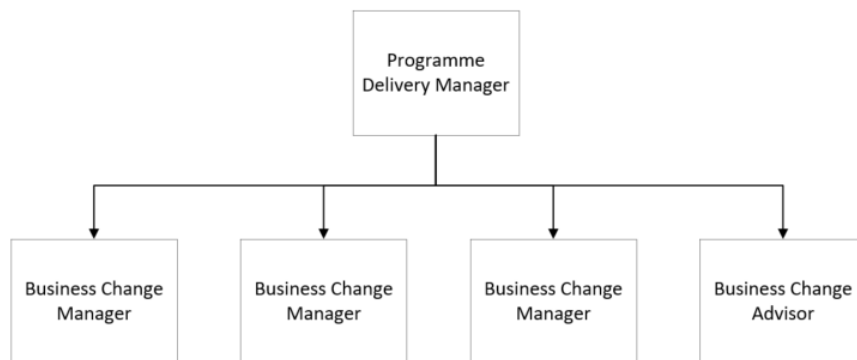
Opportunities to learn and develop

We value our employees and recognise the importance of ongoing professional development in enabling you to fulfil your career ambitions, now and in the future.

We can help you build on existing experience, by providing you with on the job training, coaching, and professional change qualifications to allow you to work towards an alternative change role or a senior leadership role.

At any level, we offer the opportunity to widen your skills and experience by applying for other roles within the wider organisation.

Team structure



UKSBS Vision, Mission and Values

Our vision is to be the leading UK public sector business services provider, actively sought by public bodies by 2025.

We will achieve this vision by providing high quality and easy to use business services that add value to our partners, so they can focus on achieving the best outcomes for the British people and the UK economy.

[Read more about our Vision, Mission and Values](#)

Our Behaviours

- **Be Curious:** Bringing curiosity and constructive challenge to what you do and how you do it:
- **Take Action:** Following curiosity through with actionable steps, thinking about how to do things differently
- **Add Value:** Thinking about the value, purpose, quality, and impact of what you do.

Knowledge, skills and experience needed

Essential:

- An understanding of the importance of supporting a business through change.
- Good influencing skills with the ability to work collaboratively, flexibly, and to deliver through others.
- Excellent relationship building abilities, combined with effective influencing, and representational skills.
- Experience of supporting the implementation of changes to deliver strategic goals, in either an operational or change role.

Desirable:

- Change Management qualification or previous experience working on change initiatives.
- Previous experience working in or closely with a shared service provider.

What we expect from all our people

- **Ability to communicate** clearly and professionally at all levels (verbal and written formats) whilst showing respect for others.
- General knowledge and **experience of business IT systems**, such as MS Office, and a willingness to develop your knowledge.
- Ability to **organise and prioritise** your time and your own workload to achieve your goals and objectives within the expected timeframes.
- Positively **work with your colleagues** to share knowledge and support each other to achieve common goals and service delivery.
- Help to create a **respectful, inclusive workplace** which embraces and values diversity.

We are UKSBS. We are creating a place where people love to work, a culture where we lead, we change, we deliver and we empower our people to be curious, take action and add value.

Equality of opportunity is central to our values and our success.

Our vision is for equality, diversity, and inclusion (ED&I) to be firmly embedded in everything that we do. That means embracing diversity within our workforce and creating a supportive environment where everyone feels valued, able to be themselves, and excel.

We recognise that diversity and an inclusive culture bring the variety of skills, thinking, and experiences that enable our people to shape and realise the ideas that drive improvement across our services.

As a Disability Confident employer, we take positive action to enable and support talented individuals to demonstrate their skills and ability during the application process. We will happily make reasonable adjustments to enable you to demonstrate your talent, so if you need to do things differently, let us know.