

UKROEd ROLE PROFILE

Business Change Manager

JOB TITLE:	Business Change Manager
RESPONSIBLE TO:	Head of Strategic Development/Business Area
LOCATION:	Hybrid (3 days Manchester Head Office)
HOURS:	37.5 hrs per week
VETTING REQUIREMENT	Non-Police Personal Vetting (Level 2)
SALARY:	£47,000 - £51,000 Dependent on Experience
CLOSING DATE:	9 th October 2026

About UKROEd

UKROEd Ltd is a private, not-for-profit company responsible for the delivery, management and administration of the National Driver Offender Retraining Scheme (NDORS) on behalf of the Police service. It is the operating company of the Road Safety Trust and is committed to the education and training of drivers who commit low level traffic offences.

UKROEd values and respects each individual employee, client and customer and is committed to promoting equal opportunities throughout its workforce. As such, all relevant applicants will receive consideration for employment without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Overview of the role

The Strategic Development Team are responsible for a significant portfolio of programmes and projects of work and responsible for managing the full project lifecycle, in support of the organisational strategy and change within UKROEd. This includes planning and preparing projects for transition into Business as Usual and ownership across UKROEd business areas.

As Business Change Manager, you will lead and manage multiple change projects, specifically planning, integration and adoption of new processes, systems and structures, both internally and impacting external stakeholders. You will ensure project outputs, capabilities and benefits are fully embedded, ensuring employee and stakeholder engagement throughout.

You will work closely with senior leaders and heads of business areas to agree leading indicators of project implementation success measures, plan and deliver change activities, regularly solicit feedback from internal and external stakeholders, and identify risks and issues that may affect the organisation's readiness to adopt new ways of working within required timescales.

You will assess benefits and provide advice on alignment to overall project outputs and benefits and ensure relevant evaluation is undertaken to ensure change is successful.

The role focuses on building organisational change capability, supporting leaders and teams through change, and ensuring benefits are realised, evidenced, and sustained over time.

Principal Duties and Responsibilities

Strategic Planning and Governance	
1.	Develop and implement end-to-end business change strategies for the portfolio of projects that enable successful adoption and implementation by UKROEd and its Stakeholders throughout the United Kingdom including devolved Authorities.
2.	Provide strategic advice and assurance to senior leaders and sponsors on change sponsorship, leadership capability and organisational alignment
3.	Collaborate with Project Managers to plan and integrate change management activities within project initiation phase
4.	Lead change and readiness planning to support effective implementation of change and transition into Business as Usual within UKROEd
5.	Conduct change impact assessments, business readiness assessments and benefits mapping to inform decision-making and support adoption and benefits realisation
6.	Own and maintain operational risks relating to business change if required, ensuring they are reviewed, updated and appropriately mitigated.
7.	Develop, maintain and review business change policies, procedures and governance frameworks to ensure compliance and continuous improvement.
Change Delivery and Adoption	
8.	Design and lead delivery of change interventions (e.g. engagement, learning and capability support, transition planning) that enable adoption of projects
9.	Work with business areas to support operational readiness, ensuring roles, skills, processes and support mechanisms are prepared for transition
10.	Identify and manage resistance to change, developing targeted actions to address concerns, build confidence and sustain engagement
11.	Define and track change success measures and benefits realisation, monitoring adoption and embedding beyond implementation
12.	Support post-implementation activity to ensure changes are embedded within, and owned by, business areas and sustainable over time
Change Communications	
13.	Work in partnership with the Head of Corporate Communications to develop and oversee the communications and engagement plans, for both internal and external stakeholders, ensuring messaging supports adoption, mitigates change risks and supports intended benefits of the change
14.	Lead evaluation of change adoption and effectiveness, assessing how changes have been received, managed and embedded, and identifying actions to improve change delivery and benefits realisation.

© UKROEd 2025. All rights reserved.

Collaboration and Relationship Management	
15.	Provide leadership, guidance and support to colleagues and, where required, undertake direct supervisory responsibilities in line with organisational needs
16.	Engage, coach and support leaders, teams and stakeholders through change, building ownership and organisational change capacity
17.	Build strong, trusted relationships across the organisation, acting as a subject-matter expert on business change
18.	Collaborate with Heads of Business Areas and teams to ensure change impacts, interdependencies and risks are identified and effectively managed
19.	Provide insight, assurance and reporting to project teams and senior leaders on change readiness, adoption risks, evaluation findings and sustainability
Continuous Improvement and Change Capability	
20.	Evaluate the effectiveness of change approaches and interventions, capturing lessons learned and good practice
21.	Contribute to the development of organisational change capability, including the creation and improvement of tools, frameworks and guidance to support change management for future projects

UKROEd Person Specification

Job Related Knowledge	<i>Essential</i> • Demonstrable knowledge of business change management principles, frameworks and tools • Understanding of the full project lifecycle, with particular emphasis on transition into Business as Usual, adoption and benefits realisation • Knowledge of organisational readiness, change impact assessment and benefits management • Experience working within multi-stakeholder environments • Knowledge of research and evaluation methodologies <i>Desirable</i> • Understanding of PRINCE2 or other structured project methodologies and their interface with change management • Experience of change delivery in a public sector, policing, education or not-for-profit environment
Experience	<i>Essential</i> • Minimum of 2 years' experience delivering business change within projects or programmes • Proven experience of leading, implementation and embedding change across multiple teams or business areas • Experience of working in partnership with Project Managers to integrate change activities into delivery plans • Experience of developing and co-ordinating research and evaluation activities • Strong track record of engaging, influencing and advising senior stakeholders and sponsors • Experience conducting change impact assessments, readiness assessments and benefits mapping • Experience of managing resistance to change and supporting leaders and teams through transition

	- Preparing and presenting clear, concise reports and insights for senior audiences Desirable - Experience of benefits tracking and post-implementation reviews - Experience of working with third-party suppliers, evaluators or partners - Experience of contributing to or improving organisational change capability, tools or frameworks - Understanding of policing/public sector environments
Skills and Aptitudes	Essential - Able to work as part of a team - Able to motivate and influence others including senior leaders - Develops open and honest relationships with colleagues, customers, and partners - Builds effective relationships across teams that continue after task or project completion - Excellent communication skills, with the ability to tailor messages to different audiences - Demonstrates credibility and professionalism, acting as a subject-matter expert in business change
Qualifications	Essential - Educated to degree level or equivalent Desirable - Change management qualification (e.g. Prosci Certified Change Practitioner, APMG International Change Management, CMI Accredited Change Manager)