

RECRUITMENT PACK

CHANGE IMPLEMENTATION MANAGER

CONTENTS

Job description	3
Key information.....	4
About the role.....	4
Responsibilities.....	5
Person specification.....	6
Hybrid Working Policy.....	7
Your application	8
Key dates.....	9
Application process.....	9
Completing your application.....	10
Diversity and inclusion.....	11
Requirements for working at Battersea.....	12
Data protection.....	12

JOB DESCRIPTION



KEY INFORMATION



Job Title and Code

Change Implementation Manager
(BDCH6232)



Department/Team

Operations – Office Team



Location

London – Hybrid



Salary & Grade

£40,500 per annum
Grade C1



Hours

35 hours per week, but we're always happy to discuss flexible working, part time hours and job share arrangements



Duration

Fixed-Term (until 31st December 2025)

ABOUT THE ROLE

Battersea Operations will undergo significant change over the next two years by transforming our intake and rehoming processes and improving our customer experience to help more cats and dogs. We have an exciting transformation programme underway and we are at the delivery stage. To be successful we need to help frontline teams transition to new ways of working and take on a new CRM system, with minimal disruption to the day to day job. This role will work closely with cat and dog frontline teams (over 300 people) to help implement the change effectively.

You'll work as part of the Senior Operations Management team, officially reporting to the Programme Manager, but work closely with the Heads of department and the wider transformational Data Programme team.

You don't need to have experience of the rescue sector but you need to be resilient and be comfortable working around cats and dogs and the environment Battersea delivers in. This includes working with teams who are involved in ethical decision making that may result in euthanasia.

Please note: We are looking for candidates available to start with minimal notice. Due to the current stage of the programme, we are unfortunately not able to accommodate a notice period over 1 month for this opportunity. We apologise for any disappointment caused.

Early applications are encouraged as interviews will take place on a rolling basis, and the role may be closed if filled.

RESPONSIBILITIES

	Estimated % time
Support the Operations Strategy Programme Manager and the wider operations Directorate to co-ordinate and embed the implementation of change projects and processes required to successfully deliver our operational change programme. Work with Operations colleagues to communicate changes, co-ordinate the implementation, and help embed change to operational delivery.	40%
Report on progress, risks, and change impact and propose solutions where needed.	10%
Work with the Launchpad (CRM) team to ensure smooth rollout of the system by assessing and supporting the impact on frontline operations.	30%
Support interrelated projects to inform change, including working with internal communications and our Learning & OD teams to ensure operational teams understand their roles and how they are changing.	20%
Throughout, work closely with the Operations senior leadership team to facilitate and support people through managing change.	

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

PERSON SPECIFICATION

ESSENTIAL

- Proven experience of implementing change within a matrix organisation.
- Significant experience of implementing change or service improvement in a frontline service environment.
- Experience of establishing credibility quickly, influencing people to positively participate, and communicating effectively to different stakeholders.
- Experienced at quickly appraising a situation and identifying key issues or challenges and working through, with others, solutions and options.
- Experience of working within a bigger transformation programme to improve service delivery.
- Experience of using project management tools to manage change tasks, monitor progress and risk.
- A good understanding of how to measure change impact and benefits.
- Good at managing uncertainty and working within an agile framework to deliver results.
- Interested in animal welfare and support the aims of Battersea.
- Experience of working in the animal welfare sector is not essential.
- Familiar with working with CRM systems to support service delivery.
- Experience of improving customer service or experience.
- Methodical, organised, proactive and enjoy working in uncertainty and to tight deadlines.
- Experience of managing own workload but reporting into a change programme group / board.



HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based staff splitting their time between site based and home working. We believe this enables our office-based staff to maintain the benefits of home working, while allowing for collaboration and interaction with our animal-facing staff and maintaining a connection to our cause. As such, you'll be expected to work in our Battersea office for at least 50% of your working week.

YOUR APPLICATION



KEY DATES



Closing Date

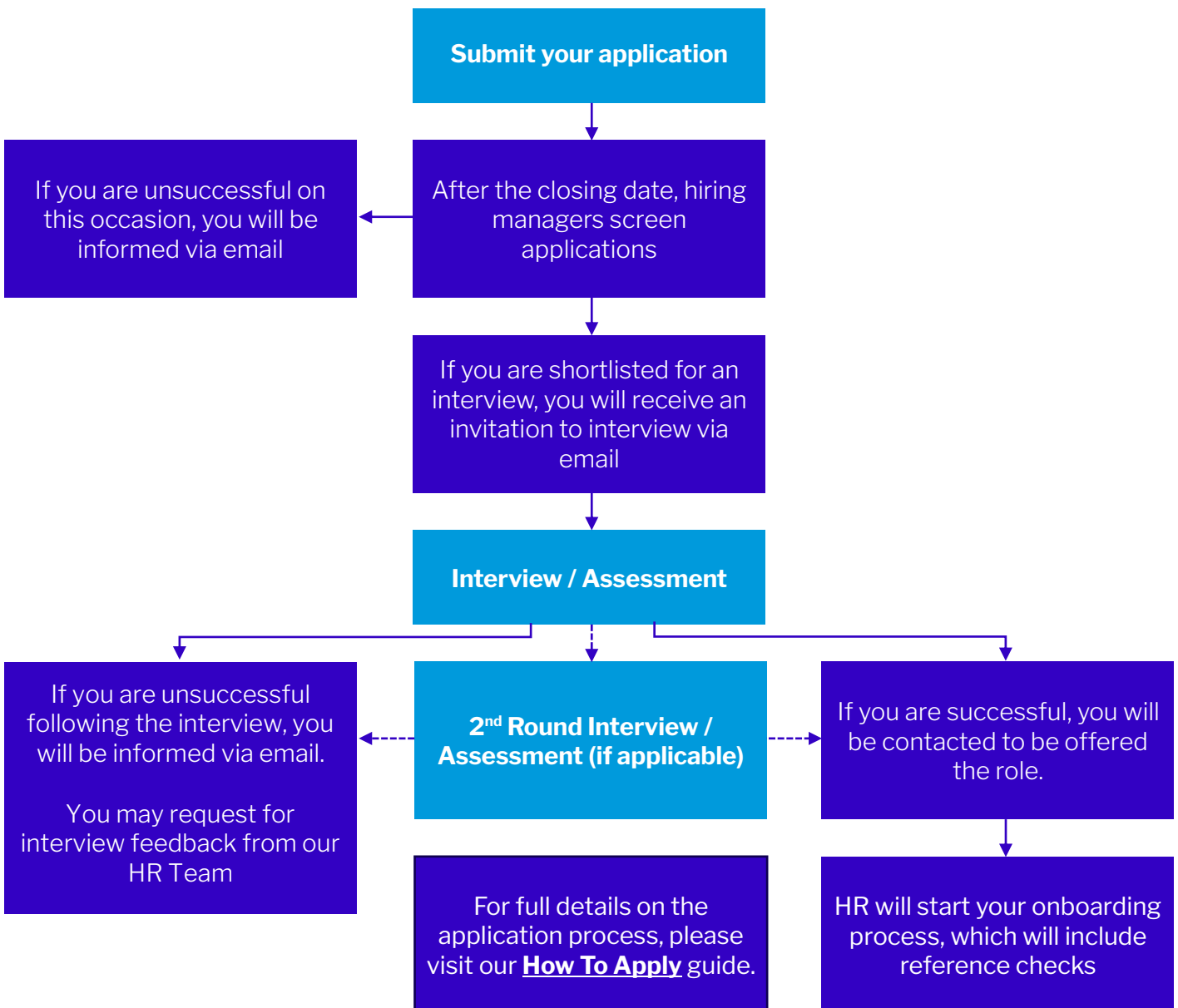
17th February 2025
Early applications are encouraged as role may close early.



Interview Date

Interviews will take place on a rolling basis

APPLICATION PROCESS





COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

- Our application forms will ask you for:
- Employment History
- Educational History (which is non-mandatory)
- Either a supporting statement of no more than 1000 words; or
- Responses to short-answer questions.

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the Life at Battersea document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role (s) you apply for.



DIVERSITY AND INCLUSION

OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all staff, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email jobs@battersea.org.uk

REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)

DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at DataProtection@battersea.org.uk



BATTERSEA

HERE FOR EVERY DOG AND CAT

BATTERSEA DOGS & CATS HOME

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Battersea is a charity registered in England and
Wales (206394)

Patron HRH The Duchess of Cornwall GCVO
President HRH Prince Michael of Kent GCVO

