



BATTERSEA

HERE FOR EVERY DOG AND CAT

RECRUITMENT PACK



Senior Strategic Change Manager (People and Culture) (BDCH6107) - Battersea London

Battersea is here for every dog and cat and has been since 1860. We are a leading animal welfare charity and over the last 160 years we've grown from one home in London to three rescuing and rehoming centres across the South East. With c600 staff and 1000 volunteers, we have cared for over three million vulnerable animals. We also campaign tirelessly to make things better for dogs and cats, sharing our expertise and educating the public and policymakers about responsible pet ownership. Join us and make a difference for every dog and cat.

Please read the information below thoroughly before starting your application.

Your Application

Your supporting statement is a very important part of your application. We cannot make any assumptions about your knowledge, skills and experience so the information that you provide in your supporting statement is vital for us to decide whether to shortlist you for an interview.

Please demonstrate how you meet the criteria and our values listed in the person specification, detailing your experience, skills, achievements and/or abilities that are relevant for the role that you are applying for. You should use specific examples. Please do not generalise e.g. "I usually...", or waste your word limit by telling us that you love dogs and cats. We are looking for evidence that you can thrive in the role advertised.

Your statement should not exceed 1,000 words. We recommend you draft and save your supporting statement outside of the application portal as your connection may time out and it is not possible to save this document online for future use.

Closing date: 9th May 2024
Interview date: 17th May 2024

If you do not hear from us within 2 weeks of the closing date, please assume you were unsuccessful on this occasion. Please note that we reserve the right to close this post early, should we receive a high volume of applications.

We are committed to providing equality of opportunity and valuing diversity for all current and prospective staff, volunteers and Trustees. We aim to ensure that this commitment, reinforced by our values, is embedded in our day-to-day working practices and our work together. We would particularly welcome applications from black and minority ethnic and disabled candidates, who are currently under-represented at Battersea.

Working at Battersea

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK

Data Protection

The information you provide in your application will be used by Battersea Dogs and Cats Home (Battersea) to assess your suitability for the role you have applied for. We will not use your personal data for marketing or fundraising purposes (unless you have previously supported Battersea) and will not share your data with any third parties for their marketing purposes. We will also ask you for sensitive information (such as information relating to ethnicity or sexual orientation), but only to allow 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

Job Description: Senior Strategic Change Manager (People & Culture)

Department: Human Resources	Location: Battersea London, with travel to other sites in Old Windsor and Brands Hatch (hybrid)
Hours: 35h per week, but we're always happy to discuss flexible working, part time hours and job share arrangements	Duration: 12 months – fixed term contract
Responsible To: Director of HR	Responsible For: N/A
Works With/Key Contact: Head of L&OD, Head of HR, Data and CRM Programme Manager, L&OD and HR colleagues, Change Comms Manager, Data Applications and CRM Project Teams, Senior leaders and managers across the charity.	Grade & Salary: £57,600 per annum Grade B2

Battersea's approach to diversity

Battersea is here for every dog and cat and has been since 1860. We care for animals unconditionally, and we do not judge the owners of pets that need our help. It is this commitment which brings us together as an organisation, and we take great joy and pride in that.

We were founded by a female pioneer, Mary Tealby, who was unafraid to confront convention at a time when women leaders were rare, and animals were not universally loved. Her willingness to challenge the status quo is part of the legacy she leaves with us today, and we celebrate the impact we have made so far because of her vision.

We are ambitious to do more, including helping new populations of animals in new places beyond our centres; and we know we must adapt to the evolving world around us, harnessing the skills, experience and creative thinking of a diverse workforce to help greater numbers of animals and deliver the impact we all aspire to. And we know that an inclusive environment, where we welcome different perspectives and where staff and volunteers are empowered to be themselves, will ensure we continue to thrive.

We strive to create lasting change for animals and the people that care for them and believe that creating a truly diverse and inclusive Battersea, which is proudly open to all, will be essential in our mission to deliver greater impact for dogs and cats everywhere.

Battersea's HR Team provides expert advice, guidance and support by working in partnership with leaders, managers, teams and individuals across the organisation. Within the Human Resources directorate sits the Learning and Organisational Development Team that works strategically to build organisational capacity through delivery of our L&OD Strategy.

Main Purpose of the Role

Battersea is undertaking a transformational data strategy programme known internally as Launchpad. It is an ambitious organisation-wide initiative that aims to transform how we collect, store and use information and data about our animals and supporters. As well as moving all of our data onto a new custom designed single system we're seeking to build the skills of our colleagues so that we're ready to use our new system and make best use of the information we have to be a more data driven and insight led organisation.

This newly created role will work across the charity and be responsible for leading and executing the people and culture workstreams and other strategic change initiatives to support interconnected projects to achieve successful implementation and benefits realisation of this programme.

This role will work closely with cross-functional teams, senior leaders, and key stakeholders to drive transformation and deliver the desired business outcomes and benefits.

The role will support the defining and leading of our approach to Change Management by providing deep knowledge and experience on change tools and techniques. They will lead, coach, mentor and guide Project and Change leaders across the business. This role sits within the Senior Leadership Team of the Human Resources Directorate, and as such will be able to play a part in helping to shape our People Strategy and operational plans to drive and build change capability across Battersea.

The role holder will work alongside programme and operational teams to understand complex business issues, the need for change and the impact on stakeholders in order to strategically plan and execute people and culture change initiatives.

The Senior Strategic Change Manager will work collaboratively with L&OD, HR and Internal Communications colleagues together with key partners to take a lead in the delivery of people change components of the Launchpad Programme and its connected projects. This will utilise their expertise in strategic change management, along with a knowledge of communications, organisational design and development, project management and experience of partnering with all levels of stakeholders.

The role holder will be a great collaborator and influencer and will have the ability to work with a range of stakeholders to manage & deliver complex projects in a fast-moving environment with tight deadlines.

Responsibilities

Approx % of time

Lead Launchpad People and Culture Workstream	70%
Manage, update, maintain and execute relevant people and culture change management strategies, plans and corresponding materials e.g. scoping documents, RACI's and RAIDS, Change impact assessments, stakeholder mapping etc.	
Work with the Programme Director and project manager to ensure all People and culture milestones and dependencies are documented and added to overall Programme project plans and roadmaps.	
Conduct change impact assessments, readiness and post go-live assessments for change initiatives.	
Support the change comms manager in the design, delivery and management of communications materials to drive engagement with change initiatives, including pre and post go-live awareness and to ensure a coherent and consistent narrative is used across the charity.	
Work in collaboration with the L&OD Team to develop and execute a training strategy to ensure user adoption and uptake is achieved. Work with key stakeholders to develop a training needs analysis plan and training materials and interventions to satisfy end users' needs.	
Work in collaboration with HR colleagues, volunteer managers and business managers to support the strategic planning, and execution of changes in organisational design and target operating models to support the programme and successful system implementation.	
Develop and own stakeholder mapping and engagement activities, ensuring that key stakeholders are engaged throughout the change journey, creating awareness of change activities and driving participation across the impacted areas.	
Provide direct support and coaching to all levels of line management at appropriate and critical milestones in project delivery, as they help their teams and direct reports through the transitions.	
Build, motivate and matrix manage the cross functional people and culture workstream team and collaborate with the Programme director to ensure a consistent values-led culture across Launchpad project teams.	
Supporting people and culture change of interconnected projects	20%
To work closely with operational managers and project leads to identify and support the people and culture change impacts of interconnected projects, focusing on organisational design, business processes, capability and training, and communication needs arising from Change Impact assessments and stakeholder analysis.	

Work with operational and project managers to develop and implement change management plans, ensuring strategies and timelines are aligned with the core Launchpad projects and other organisational priorities and plans.	
Driving Strategic Change management capability	10%
Work with Directors and Senior Leadership team to build and support knowledge, skills and organisational wide strategies and plans to build a more effective change management capability at Organisational, Directorate and Team levels, through consultancy, advice, guidance and resources.	

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.

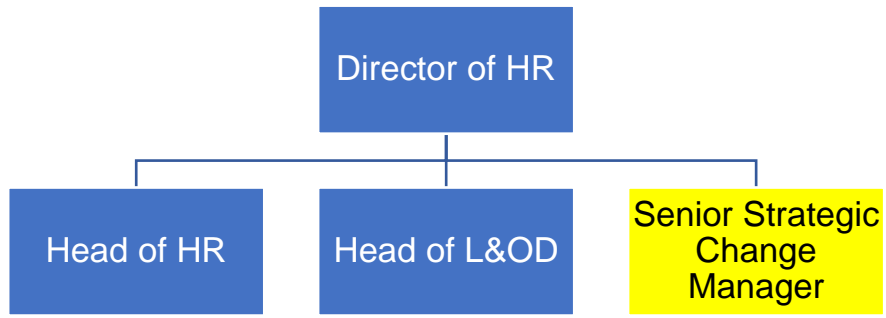
Person Specification

Essential qualifications, experience and skills

Job Specific	Significant experience of managing complex people and culture change programmes within an organisation of significant size and complexity.
	Experience in the provision of HR expertise to support the people change components of organisational change.
	Adept at translating and relaying technical and complex programmes, terms, processes and functions to non-technical users and stakeholders.
	Experience of building, leading and developing teams through periods of change, motivating, managing and developing individuals to be high performing.
	Experience of working in demanding and ambitious project delivery teams.
	Skilled at managing both own and cross functional/project team's workload to ensure targets are met without negatively impacting on individuals' wellbeing.
	Strong facilitation skills with an ability to design and deliver high quality and impactful facilitated workshops to a range of employee groups including senior leaders.
	Experience of coaching colleagues and managers to build their change management capability.
	Proven experience of building mutually respectful strong relationships with a range of stakeholders and working constructively and collaboratively with colleagues from different teams including external partners.
	Experience of conducting impact evaluation and interpreting and presenting data to illustrate impact and return on investment.
	Demonstrable experience of managing through ambiguity to deliver rapidly changing demands.
	High degree of computer literacy with advanced user experience of MS Office and other relevant IT systems, including significant experience of working with data applications.
	Demonstrable experience in remaining positive and solution focused in the face of unexpected challenges.

	Excellent interpersonal and consultative skills, including the ability to communicate, present, negotiate, influence and build credibility with colleagues and external parties.
Core Skills	Excellent written English, highly numerate and advanced user of MS Office and other IT Systems
	A flexible approach to managing and prioritising a high workload and multiple complex issues and tasks in a changing environment with tight deadlines
	Experience of positively embracing and adapting to change by identifying, leading & managing change in line with organisational objectives
	Ability and motivation to work flexibly and remotely (where required) whilst delivering high quality work with minimum supervision
	Experience of dealing with sensitive issues with empathy and resilience
Values	CARE – We care wholeheartedly about our mission to be here for every dog and cat, and the work we each do to achieve this.
	EXPERTISE – We are experts at what we do, focusing on continual improvement, learning and growing our expertise, so we can all be the best we can be.
	DETERMINATION –We stay focused and solve problems to achieve our goals and our mission to be here for every cat and dog.
	RESPECT – We treat one another with respect, just as we treat every cat and dog with respect.
	INCLUSION – We champion diversity in all its forms, so that everyone can be themselves and feel valued and included.
	COLLABORATION – We understand that by working together across teams and with our partners, we achieve more for dogs and cats.

Position in Team



Staff Benefits

We offer our staff a wide range of benefits to reward them for the value that they bring to Battersea, to support them in their work, to help improve their health and wellbeing, and maintain a healthy work-life balance.

We intend to offer these benefits on an ongoing basis but may amend or withdraw them at any time.

Pension Scheme

Our group personal pension scheme is available to all members of staff. New staff will be auto enrolled into our pension scheme in their second month of employment, if they meet the eligibility criteria, at our standard rate of 2.67% staff contribution, 5.33% employer contribution. The following month, new starters can choose to increase their contribution rates and so benefit from a higher employer contribution of up to 10%. Because the GPP pension scheme is a salary sacrifice scheme, Battersea will also invest approximately 50% of the savings it makes on Employer National Insurance Contributions into your pension plan.

The contribution levels are as follows:

Staff contribution	Battersea contribution
2.67%	5.33%
3%	6.2%
5%	10.3%

Example of monthly pension contributions for salary of £20,000:

Staff contribution	Battersea contribution	pension
2.67% = £44.50	5.33% = £88.83	
3% = £50.00	6.2% = 103.33	
5% = £83.33	10.3% = £171.66	

Annual Leave

Staff are entitled to 28 days annual leave (pro-rata for part time staff and in the first year of employment), rising to 29 days after 5 years and 30 days after 10 years employment. This is in addition to eight days paid public holidays every year.

Health Cash Plan

Battersea offers a healthcare cash plan free of charge to all staff, using a provider called Simply Health. This cash plan enables staff to claim 100% of the costs of everyday healthcare, such as dental treatment, eye tests, glasses, contact lenses, physiotherapy, chiropody, osteopath, chiropractor, health screening and much more, up to annual limits.

Gym Membership

Staff who choose to join the Cash Health Plan can get discounts of up to 20% off a range of independent and chain gyms, including Fitness First, LA Fitness, Virgin Active and David Lloyd.

Season Ticket Loan

Interest free season ticket loans are available to all staff after two months of employment with Battersea.

Cycle to Work Scheme

We offer a Cycle to Work Scheme to encourage health and fitness. This enables you to save up to 40% of the cost of the purchase of a bike and safety equipment, up to a maximum value of £2,500 including VAT, by having this cost recovered from salary over a 12-month period and so saving tax and National Insurance on this cost.

Paid Maternity Leave

All pregnant staff are entitled to up to 52 weeks' maternity leave regardless of length of service. Staff who have worked with Battersea for more than 12 months by the time their baby is born receive enhanced

maternity pay of 12 weeks full pay, with the remainder of their maternity leave being paid under Statutory Maternity Pay arrangements.

Paid Paternity Leave

Fathers to be or staff who will share the responsibility with a partner for bringing up a child, may have the right to Statutory Paternity Leave and Pay.

Staff who have worked for Battersea for more than 12 months by the time their baby is born receive enhanced paternity pay of two weeks full pay.

Employee Assistance Programme

We offer a Staff Assistance Programme to all staff free of charge. It offers completely confidential and impartial support, information, and counselling service to staff on legal, financial, debt management and emotional issues.

Life Insurance

All staff are covered by our life insurance scheme, which provides a nominated beneficiary/ies with a lump sum equivalent to four times the staff's salary in cases of death whilst in employment at Battersea.

Uniforms for all Operational Staff

Free uniform is provided for all operational and clinic staff.

Veterinary Treatment of Staff Animals

We provide cost price veterinary treatment for staff with ex-Battersea dogs and cats.

Discounted Pet Insurance

We offer staff a 20% discount off the cost of Petplan insurance.

Discounts in our Shops

We offer our staff a 25% discount in our shops.

Professional Membership Fees

After two months service, staff in roles where ongoing membership of a recognised professional body, (where this membership is gained through a qualification), is an essential requirement in the person specification for their job can claim the cost of one membership fee per year up to a maximum of £400.

Sabbatical Leave

Staff who have worked with us for five years or more can request six months unpaid sabbatical leave for personal or professional development, such as learning new skills or travel.



Battersea Dogs & Cats Home is a charity registered in England and Wales (206394)
Registered Office: Battersea Dogs & Cats Home, 4 Battersea Park Road, London, SW8 4AA.