

Everything you need to know about being our FTC Salesforce Change Manager

We are experts in delivering change. We work with colleagues and the wider Parkinson's community, to evolve into an efficient, effective organisation that provides excellent user experiences. Currently we are embarking on an exciting journey with the rollout of our customer relationship management (CRM) platform, Salesforce. We are looking for a Change Manager who is skilled in facilitating organisational change, particularly in technology adoption.

Working with the Salesforce Programme Manager, fellow colleagues in the Business Change team and the wider Delivery Services team, you'll play a critical role in the successful delivery of the Salesforce programme.

What you'll do

- Alongside the Business Change Lead, develop and implement a comprehensive change management strategy for the Salesforce programme rollout.
- Actively engage with Salesforce programme stakeholders at all levels regularly to understand their needs, address concerns, and foster a positive attitude towards Salesforce.
- Design, analyse and create mechanisms in order to collect ongoing feedback from users and stakeholders and have ways of identifying resistance and managing it.
- Create and deliver clear, consistent change communication plans to keep all relevant parties informed and engaged throughout the transition process.
- Provide ongoing support and coaching to users, helping them navigate the new system, and manage and address risks and issues as they arise.
- Attend all Salesforce training sessions, thoroughly document the processes and key learnings, and create user-friendly training materials for future reference.
- Regularly monitor and report on the progress of CM activities, analyse its impact, provide opportunities for feedback and suggest improvements.
- At the end of the programme, lead the CM retrospective, ensure benefits and adoption metrics are identified, tracked and measured to demonstrate success. Lastly, provide the handover to the Business Change Lead.

What you'll bring

- Seasoned Change Manager with demonstrable experience of successfully facilitating technology implementations is essential. **(A, I)**
- Proven ability to build relationships with stakeholders at all levels and challenge where necessary. **(A, I)**
- Practical understanding of change management principles and adoption processes (e.g. PROSCI/ADKAR). **(A, I)**
- Excellent documentation and training material development skills along with the ability to lead workshops. **(I)**
- Demonstrated commitment to fostering diversity, inclusion and equity principles in our daily operations. **(I)**
- Empathy and understanding of people's motivations and blockers, in order to help people adopt change. **(A, I)**
- Commitment to continuous learning and development in change management and Salesforce applications. **(A, I)**
- Ability to coordinate with Subject Matter Experts, drive change, manage risks and report on progress and KPIs. **(I)**
- Systems thinking; demonstrable experience of using strategy, people, process, data and technology in your analyses. **(I)**
- Excellent project management skills with the ability to effectively prioritise and manage workload. **(A, I)**
- Solid understanding of CRM concepts and experience of working with Salesforce products such as Service Cloud and Marketing Cloud is **highly desirable**. **(A, I)**

(A) indicates that this criteria will be assessed at the Application stage

(I) indicates that this criteria will be assessed at the Interview stage

(A,I) indicates that this criteria will be assessed at the Application and Interview stage

A bit more about the role

You'll report to the **Business Change Lead**

Your contract will be **fixed term for 18 months**

You'll work **35 hours a week**

You'll be based at a **combination between the UK office, London (Victoria) and home (minimum of 2 days per week in the office)**

You'll be paid **£46,756.00 per year**

Your main relationships will be with:

- Salesforce Programme Lead
- Business Change Lead
- Business Analysts
- Digital Experience Managers
- Project Managers
- Data Services and Technology Services teams
- Colleagues across the Business
- External suppliers

Be part of the **Finance and Operations** directorate

We enable, build and develop strong foundations that deliver a clear vision and strategy, expertise in people, technology and innovation, all underpinned by comprehensive insights and data.

In partnership we'll continually inspire, collaborate and make the charity the best it can be, by focusing on our culture, ways of working and delivering a robust technology infrastructure. We'll work across the organisation to realise our shared ambitions and deliver on those plans

What we offer

Flexi-time – The scheme offers employees flexibility on start and finish times, and the ability to take back time you have worked above your contracted hours.

Annual and Christmas leave – We offer 25 days, rising by an additional day after two years and then another day after four years' service, taking you to 27 days. We also close for three days between Christmas and New Year, and you don't need to book this using your allowance.

Interest-free season ticket loan – This will enable you to purchase an advance ticket more cheaply, once or twice a year, and benefit from the savings. You can apply after you're confirmed in post

Our UK Office - Take advantage of our UK office based in London, Victoria, which offers a great space to work with sit-stand work desks, touch points, collaboration spaces and private working booths. Most of our meeting rooms are now equipped with new Google

Meet devices which let you easily conduct hybrid video conference calls and collaborate with both colleagues in the room and those joining remotely.

Pension – You'll be eligible and auto-enrolled into a pension scheme. We'll double your contribution up to 3% - so if you contribute 2%, we'll contribute 4% etc.

Interest-free educational loan – This is our commitment to invest and support employees with continued learning.

Death in service cover – From your first day of service, we'll pay four times your salary, if you're aged between 16 and 70.

Ride2work programme – This is another scheme that enables employees to get tax incentives from cycling to work.

Employee assistance programme – A free and confidential service which ranges from emotional support to financial advice.

Learning and development – A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Parkinson's UK, and we are proud to offer many learning opportunities.

Maternity, adoption and shared parental pay – we offer an enhanced arrangement on the statutory leaves. This is 8 weeks at full pay and 18 weeks at half pay dependent on your qualifying service.

Paternity pay – we offer up to 2 weeks full pay dependent on your qualifying service.

Family leave – these policies include compassionate, dependents, carers and bereavement leave that support the lives of employees who have additional commitments

What we do and how we do it

Our vision • our ultimate aim

Together we will find the cure, and improve life for everybody affected by Parkinson's.

Our social mission • what we deliver

We're a people-powered movement. On the verge of major breakthroughs in Parkinson's. By uniting we will find a cure. Together, we will help people get the best care and will ensure everyone sees the real impact of Parkinson's.

Our values • the way we work

- **People-first:** We're a strong movement for change, informed, shaped and powered by people affected by Parkinson's. We value and support each other.
- **Uniting:** We're people with Parkinson's, scientists and supporters, fundraisers and families, carers and clinicians. We're working, side by side, to improve the lives of everyone affected by Parkinson's
- **Pioneering:** We innovate across everything we do. Creative, courageous and with pioneering spirit, we strive to continually improve.

- **Driven:** We live and breathe our purpose. We set clear goals and strive to deliver the greatest impact for people affected by Parkinson's.