# Job Description: Change Manager
## (£40,000 - £45,000 plus company bonus, enhanced benefits - including unlimited paid annual leave, private healthcare, pension discounted gym membership and more)

**Role overview** (click <u>here</u> to find out more about Profusion and the benefits we offer our team):

Profusion is a privately owned business that has been operating for over 15 years and many of our clients have been with us for much of that time. We are seen as trusted and innovative, constantly adapting our tools and services to meet and exceed our client's needs. We specialise in helping retailers, financial services, government departments, FMCGs and SMEs to grow their businesses using the power of data science.

At our core, Profusion helps our clients to monetise their data – whether that involves increasing customer engagement and sales, optimising their operations, or simply learning more about what their customers want. As a data consultancy, we specialise in data strategy, predictive modelling, email marketing, business intelligence and customer satisfaction and provide a full suite of services for our clients ranging from consultancy advice, through to the creation and execution of innovation projects and marketing campaigns.

There's more to us than simply crunching numbers or providing clever technology – we want to make a real difference to people's lives. Our Data Academy recruits, and trains data teams and we run education programmes to drive new people into the profession with a strong focus on social mobility and increasing under- represented groups. Our philanthropic foundation, Profusion Cares, is where we try to use data for good, channelling the skills and spirit of our people into making social impact. We take diversity very seriously, as it is critical when training algorithms to not reinforce structures with inherent bias, and to have diversity of thought driving the solutions.

We are currently looking for an outstanding Change Manager to join our team. You will be responsible for implementing operational change and delivering measurable improvements. You will support our overall company operations by leading on internal processes and continuous technological improvements underpinned by different project management methodologies. You will be the guardian of processes, systems & tools, compliance, and best practices. If you are successful, you will work closely with the Director of Transformation on our transformation program to increase productivity and accelerate the pace of change to help meet strategic goals. The role will bring together project management, business analysis and organisational change, as you lead major change projects that have significant impact on our business and our clients.

## Key responsibilities

The successful Change Manager will be working on a variety of internal Business change projects including process optimisation projects, systems transformation and many more. The Change Manager will work with a variety of stakeholders to produce specifications, document requirements and processes and to support the teams to solve various problems in an exciting and dynamic industry. We need people who can make things happen - you will need to plan, come up with fresh sound solutions and ideas and stay positive when the pressure mounts. You will be communicating with senior stakeholders with very high expectations, and we look for those focussed on outcomes and deliverables.

## Some of your main tasks will be:

- Business process improvements, you will help to analyse current services and processes and identify and implement opportunities to optimise these.
- Evaluate and establish requirements using relevant techniques such as gap analysis and business process mapping.
- Implement solutions and roll out adoption plans for new platforms, processes, or technologies.
- Facilitate the setting of business priorities for change initiatives of ranging complexity.

- Responsible for updating our systems and understanding how we can make them work together.
- Analyse datasets to identify its relevance for a given use case or problem statement and give recommendations on its suitability.
- Ensuring that we work in an agile and iterative way.
- Manage stakeholders and work with teams to build relationships while also meeting user needs and have the ability to manage opposing views to reach consensus.
- Reviewing requirements, specifications and defining test conditions and risks.
- Designing procedures and lead steering groups which help evaluate, develop, and implement the best processes for our company.
- Implement any changes perceptively and with minimal disruption.
- Any other ad hoc responsibilities that may reasonably be required for the role.

## Personal Specification: Knowledge, Experience and Skills

You will combine excellent stakeholder engagement skills with commercial acumen and an ability to project manage, along with a passion for the potential of data, education and ethics.

### Knowledge & Experience

- Strong background in working in operations/transformation on technology projects
- Strong knowledge of business modelling, process improvements and testing
- Solid dependable Project Management skills including Agile
- Experienced in risk-based analysis, identify gaps in processes and systems and propose solutions
- Experience of managing multiple stakeholders and projects
- Exposure/understanding of ERP Systems
- Proven experience in using tools such as
    o Process maps: Visio, Diagrams, Lucidchart, etc.
    o Project Management tools: Jira, Trello, Confluence, SharePoint, MS Project, Smartsheet, etc.
    o Data visualisation tools: Power BI, Tableau, Sisense, etc.
    o Operational: Microsoft, Excel, Word, PowerPoint, Outlook, Teams etc.
- Lean/Six Sigma certification would be desirable but not essential

### Essential skills

- Ability to work under pressure and autonomously
- Tenacious and focused to get projects across the line according to defined standards and exceeding expectations
- You will need to have the ability to multi-task, manage and prioritise multiple business process improvement projects
- Experience on working across all business functions and excellent communication skills
- Strong analytic skills across business processes

### How to apply

If you are interested in this role and feel your skills and experience are a good match and want to find out more then please do get in touch. Please ensure you email your CV with a full cover letter (no more than 2 sides of A4) outlining why you are a strong match for the role and ensure you relate your skills and experience to the position we have in your cover letter to recruitment@profusion.com (**Closing date for applications is the 17th March 2022)**

Please note that because of the high number of applications we typically receive, it is not possible to answer everyone in person, successful candidates will hear from us within 2 weeks of the closing date.

### Diversity and Inclusion

Profusion is committed to equality, diversity and inclusion. We welcome applications from all sections of the community. We guarantee an interview to disabled candidates who meet the criteria in our person specification.