



Business Change Manager (PS)

About the Team and the Role

Use the 'How to write a job description at Mencap Guidance Document to complete this section'.

About the team and the role

We are looking for a Business Change Manager (PS) as part of a vibrant, diverse and inclusive Personal Support (PS) team at Mencap. The postholder will play a pivotal role in overseeing and delivering an improved digital social care solution to the organisation. The What Matters Most App (WMMA) is a digital tool that today allows support teams to record information online, have quicker access to support plans and risk assessments and share that information between colleagues easily. It can be accessed using a smartphone, laptop or iPad.

Reporting to the Executive Sponsor, this role will act as the bridge between stakeholders and the project team, pivotal in deciding the solution is fit for purpose, user-focused, and delivers real value. You will ensure that the necessary tracking, support and oversight activities are undertaken to provide confidence that the improvements are being made in alignment with the agreed timescales and are delivering the agreed outcomes and benefits.

This is a unique opportunity to guide a high-impact digital initiative from discovery through to delivery, ensuring that business needs, user requirements, and strategic goals are clearly defined and met.

Your main duties will involve, but not limited to:

- Responsible to the Executive Sponsor for driving the development of the business case for the preferred option for the What Matters Most App (WMMA) and delivery of it.
- Partner with stakeholders to define the vision, scope, and success criteria of the project.
- Provide day to day steer on project decisions and outputs within tolerance agreed with the Executive Sponsor. Act as first point of escalation during the project, addressing any issues that might arise.
- Responsible for benefits definition and realisation to the desired outcome.
- Responsible for the budget and resources, as delegated by the Executive Sponsor. Works with Programme Manager and Finance Business Partner to ensure costs remain within project tolerances.
- Advise Programme Manager on risks, issues and dependencies to track. Ensures risks have appropriate mitigations and owners. Proactively manages escalated risks, issues and dependencies to ensure successful outcomes
- Support the Business Analyst to translate business needs into clear requirements for design, development and delivery.
- Own and manage the product backlog, prioritising features and improvements based on impact and feasibility.
- Own the content of the communications message, working with the Programme Manager to align on Comms planning.
- Review and contributes to board papers in advance of project / portfolio boards or gateway checkpoints, as directed by the Programme Manager.
- Oversee rollout of training activities for users, working with Programme Manager to align on training plan.
- Contribute to lessons learned rituals and pushing for continuous improvement for the desired solution.
- Responsible for the tracking of key metrics: milestones, resource requirements, risks, issues, benefits and change control management, discussing and agreeing corrective actions with the relevant stakeholders.

What you will bring to the role (Essentials)

- Experience of working in project and/or PMO environments, including Continuous Improvement; Project planning techniques (methods and techniques associated with planning and monitoring progress of projects), Risk and Benefits management.



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone

- Have previously assumed a project role (Business Manager, Project Manager) in a cross-functional initiative, with agile & iterative delivery approaches.
- Strong stakeholder management and influencing skills, at all levels of seniority (including Executive Team), with the ability to present complex information clearly and concisely, demonstrating the benefits and potential risks of undertaking the improvements.
- Track record of contributing to business case development and benefit tracking would be an advantage.
- Tenacious & Organised - quick learner and willing to roll sleeves up and get stuff done to deadlines.
- Strong IT skills in utilising Microsoft 365 applications (understanding and use of Microsoft SharePoint, Teams, Visio and Microsoft Project).
- Highly Desirable - Background in delivering a mobile or digital application projects &/or experience of working in the personal support or service-related roles.
- Desirable– Continuous Improvement, Project management (APM, Prince 2, etc) and /or any leadership qualification.

This list of responsibilities and essential criteria is not exhaustive. The role may evolve overtime, and additional duties may be required in line with organisational needs.



“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”



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Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.



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