

Dear Applicant

**Business Change Manager (Platform One)**

Thank you for your interest in the above role.

At Platform Housing Group, we own, manage and build quality affordable homes, helping people to rent or buy in places they want to live. We are committed to providing first class services – and working for us is about making a difference to people's lives.

An overview of the role is to act as a leader in the delivery and implementation of new capabilities under the Platform One programme, bridging the gap between the business and IT, to support business value creation in an efficient way. Helping to evaluate project objectives, business benefits and operational improvements. Owns the business relationship and is responsible for shaping the business ambitions into concrete IT prerequisites, direction, and deliverables.

The base for the post will be either West Midlands/East Midlands (flexible base with travel required).

The closing date for this position is **12 noon Monday 18 February 2019**.

Assessments will be held on **Friday 1 March 2019**.

Interviews will be held on **Wednesday 6 or Thursday 7 March 2019, we would be grateful if you could provisionally keep these dates free.**

If you have any specific questions about the role, then please feel free to contact Helen Lomas, Assistant Technology Director (Solution Delivery) on 01629 761559.

Kind regards



Clare Durnin  
Group HR Director

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Business Change Manager (Platform One)</b>
<b>Directorate:</b>	<b>Technology</b>
<b>Reports To:</b>	<b>Assistant Technology Director (Solution Delivery)</b>
<b>Direct Reports:</b>	<b>Business Change Officers x4 Product Owners (x1-3)</b>
<b>Overview of the role:</b>	To act as a leader in the delivery and implementation of new capabilities under the Platform One programme, bridging the gap between the business and IT to support business value creation in an efficient way. Helping to evaluate project objectives, business benefits and operational improvements. Owns the business relationship and is responsible for shaping the business ambitions into concrete IT prerequisites, direction, and deliverables.

<b>Key Responsibilities</b>	<b>Key Tasks</b>
Team Leadership	<ul style="list-style-type: none"> <li>Working with the programme manager to identify the projects that will contribute to the benefits and outcomes expected.</li> <li>Assist Programme Manager with the daily activities around Platform One programme, including project leadership, solution design and quality assurance</li> <li>Ensuring that the work of the programme and its projects delivers the outputs and services that we need to be able to achieve operational benefits</li> <li>Be responsible for the day to day management, coaching and development of the Business Change Officers</li> <li>Taking the lead on change management, preparing the affected business areas for transition to new ways of working</li> <li>Ensuring business users are properly trained and supported</li> <li>Acting as mentor to business users of the Live solution</li> </ul>
Core tasks and outputs	<ul style="list-style-type: none"> <li>Maximising improvements in existing and new business operations as groups of projects deliver their products into operational use.</li> <li>Contributing to all requirements, design and review sessions for projects within the programme:</li> </ul>

	<ul style="list-style-type: none"> <li>○ Mapping processes</li> <li>○ Suggesting process improvements</li> <li>○ Applying 'lean thinking'</li> <li>● Provide the business perspective for all day-to-day solution development decisions</li> <li>● Working collaboratively with the Supplier's Solution Developer and internal Product Owners and solutions developers</li> <li>● Applying 'continuous improvement' principles to evolve the solution</li> <li>● Seek opportunities to learn from other ERP users on 'best practice'</li> <li>● Advocate importance of data integrity for business insight</li> <li>● Providing day-to-day assurance to the business that the solution is evolving correctly</li> <li>● Organising and controlling business acceptance testing of the solution</li> <li>● Taking responsibility for the creation of the business user support documentation</li> </ul>
Financial Management	<ul style="list-style-type: none"> <li>● To liaise regularly with the Programme Manager regarding the constituent project budgets and maintaining spend in line with this</li> </ul>
Communication	<ul style="list-style-type: none"> <li>● Communicating with other users, informing and involving them as needed</li> <li>● Regular communication with other project team members, to ensure project is on target and highlighting any potential risks in a timely manner</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>● To provide creative ideas and solutions to processes, to ensure that the systems are efficient and modern</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>● Attend regular meetings with stakeholders</li> <li>● Getting agreement on decisions needed to progress the solution</li> </ul>

The duties and responsibilities detailed above are not exhaustive and the post holder will be expected to undertake any other duties appropriate to the post as necessary or as directed.

## Business Change Manager (Platform One)

### Person Specification

<b>Qualifications</b>	
PRINCE2/AGILE PM qualification	D
BCS BA diploma/ISEB qualification	D
<b>Experience</b>	
At least five years' (or equivalent) experience of working at manager level or above within at least <b>one</b> of the following areas: asset management, housing operations, customer experience or finance	E
At least five years' (or equivalent) experience of managing a team	E
Proven experience of developing and managing relationships with senior colleagues	E
Can demonstrate experience of 'thinking outside of the box'	E
Proven experience of being creative and innovative	E
Experience of reviewing solution development activities and evaluating the quality of the deliverable, making recommendations for improvements	E
Experience in effective leadership and support of staff through change initiatives	E
Has created, managed and delivered projects following a formal methodology	D
Has experience in translating user needs into system requirements	D
Experience of data analysis, data cleansing & data optimisation activities	D
Familiar with User Acceptance Testing practices and able to manage a sub-team through this	D
<b>Personal Skills/Qualities/Knowledge</b>	
Excellent time management and organisational skills, able to prioritise workload	E
Self-motivated to deliver against targets	E
Good judgment and decision making	E
Intermediate knowledge of MS Office suite	E
Commercially aware	E
Excellent written and verbal communication skills	E
Passion for business change via technology exploitation	E
Ability to ask the right questions and to listen to the responses	E
Good understanding of the importance of data control and GDPR implications	D
Knowledge of MS Dynamics	D
<b>Other Requirements</b>	
Ability to travel between Group offices and to other locations as required	E
Flexibility to work outside of core hours as necessary	E

\* E = Essential criteria / D = Desirable criteria

## Benefits & Employment Conditions

One of our key strategies is the need to attract, develop and retain the best employees and be identified as an employer of choice. Please find below a brief outline of the benefits that we offer.

**Hours of work:** The basic full time hours for this post are a total of 35 hours per week.

**Location:** West Midlands/East Midlands (flexible base with travel required).

**Salary:** £56,250 - £62,500 pa (depending on skills and experience).

**Holidays:** Annual leave for this role is set at 24 days plus eight extra statutory days.

**Pension:** From the start of your employment you may apply to join the Social Housing Pension Scheme (SHPS) Defined Contribution Scheme, which is administered by the Pensions Trust. The minimum amount of contributions you may make is 3% of your salary each month (to a maximum of 4%) - the Group will double your contributions. For example if you choose to pay 4% of your salary, the Group will pay 8% into your pension scheme.

**Vehicle:** The post benefits from essential allowance for business mileage. (This will be reviewed in line with Policy each July).

**Simply Health:** The Group will pay you to receive cover from the Simply Health healthcare cash plan.

**Right to Work in the UK:** You must be able to provide to the Group evidence of your right to work in the UK, in accordance with the Home Office (Border Agency) rules, before you can commence working for the Group. If you are unsure of the requirements, please refer to [www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk), for further information.

**Period of Notice:** During the probationary period (six months), notice is based on one week either side. Following confirmation of the appointment you would be required to give a minimum of three months' notice.

**Professional Qualification Membership:** If membership of a particular institute is an essential part of your Person Specification, then Platform Housing Group will reimburse your annual membership fees. This is limited to one membership per employee.

## Who we are

Waterloo Housing and Fortis Living came together on 1 October 2018 to form Platform Housing Group.

The group is one of the largest housing associations in the Midlands, with around 1,200 staff, over 120,000 customers and 45,000 homes from Herefordshire in the West to the Lincolnshire coast in the East, and from the Derbyshire Dales in the North to the Cotswolds in the South.

With an annual turnover of £231m, the new business will use its new found combined financial strength to have an even bigger impact in the local communities.

The creation of Platform Housing Group is good news for customers, for colleagues and for communities. As a larger, stronger business, we are better equipped to maximise efficiencies and to invest more in building more homes and improving local services.

Platform Housing Group will have a combined development pipeline of over 18,000 new homes over the next ten years, and will be able to build an extra 500 more homes a year across a range of tenures, than either organisation could have done separately.



## **Platform Housing Group Privacy Notice – Job Applicants**

### **Introduction**

As part of any recruitment process, Platform Housing Group Limited (the Group) collects and processes personal data relating to job applicants (also known as the data subject). The Group is committed to being transparent about how it collects and uses that data, and to meeting its data protection obligations.

This Privacy Notice explains what happens to any personal data that you provide to us, or that we collect from you. It tells you the purposes for which we may process your personal information and the legal basis for this.

For the purpose of the Data Protection Act 2018 and General Data Protection Regulation (GDPR), Platform Housing Group Limited is what is known as the data controller.

### **What information we collect**

As part of the recruitment process, the Group collects and processes a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number, age range and gender;
- details of your qualifications, skills, experience and employment history, including start and end dates, with previous employers and with the Group and, employment references from third parties;
- information about your remuneration, including entitlement to benefits such as pensions or insurance cover;
- information about your nationality and entitlement to work in the UK;
- information about your criminal record;
- psychometric skills testing and related correspondence;
- information about whether or not you have a disability for which the Group needs to make reasonable adjustments during the recruitment process; and,
- equal opportunities monitoring information.

The Group collects this information in a variety of ways. For example, data is collected through application forms, CVs or resumes; obtained from your passport or other identity documents such as your driving licence; from forms completed by you, from correspondence with you; or through interviews, meetings or other assessments.

In some cases, the Group collects personal data about you from third parties, such as references supplied by former employers and information from criminal records checks permitted by law.

Data is stored in a range of different places, including in our paper and electronic personnel file, in the Group's HR management systems and in other IT systems.

### **What we do with the information we collect**

The Group needs to process data to take steps prior to entering into a contract with you and then, where applicable, to enter into a contract with you.

In some cases, the Group needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

The Group has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Group to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide whom to offer a job. The Group may also need to process data from job applicants to respond to and defend against legal claims.

The Group processes health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where the Group processes other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes.

For some roles, the Group is obliged to seek information about criminal convictions and offences. Where the Group seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

### **Who has access to data?**

Your information will be shared internally for the purposes of the recruitment exercise. This includes members of the HR and recruitment team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is necessary for the performance of their roles.

The Group will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Group will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and the Disclosure and Barring Service to obtain necessary criminal records checks.

### **How long we keep data**

If your application for employment is unsuccessful, the Group will hold your data on file for six months after the end of the relevant recruitment process. At the end of that period or once you withdraw your consent for us to hold this data, your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

## **Security**

We are committed to ensuring that your information is secure. All of our employees have contractual obligations of confidentiality, enforceable through disciplinary procedures. All employees will receive appropriate training on data protection and GDPR matters.

We take relevant organisational and technical measures to ensure the information we hold is secure – such as holding information in secure locations, restricting access to information to authorised personnel, protecting personal and confidential information held on equipment such as laptops with encryption. However, the transmission of information via the internet is not completely secure and so we cannot guarantee the security of data sent to us electronically.

## **Data processing**

We may use the following data processors who act on our behalf to process prospective applicant data:

- Networkx Recruitment
- Thomas International
- Aston University
- Boston College
- Chesterfield College
- South Leicestershire College
- YMCA
- Digital Apprenticeship Scheme
- Recruitment Consultants

All these organisations are subject to the same legal rules and conditions for keeping personal confidential data secure. We ensure that our partner agencies have contracts /information sharing agreements which outline that your information is processed under strict conditions and in line with the law. Platform Housing Group Limited remains the data controller (the Group responsible for determining the purposes for which and the manner in which personal data is used under the Data Protection Act and General Data Protection Regulation 2018) of such information at all times.

## **Disclosing your information**

Where applicable, we may disclose your personal information to any member of our Group, including our subsidiaries.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

There may be times when we may need to share personal information with third parties for the purposes outlined in this notice, or where we are legally required to do so. The main examples will be as follows:

- To comply with the law or a court order;
- In connection with any court proceedings or legal action; and,

- To assist fraud protection and for safeguarding purposes.

You may request details of personal information which we hold about you under the Data Protection Act. If you would like a copy of the information held on you please write to Andrew Bush, Assistant Director Governance and Policy/Company Secretary at, [1700 Solihull Parkway, Birmingham](#) Business Park, Solihull, B37 7YD.

### **What if you do not provide personal data?**

You are under no statutory or contractual obligation to provide data to the Group during the recruitment process. However, if you do not provide the information, the Group may not be able to process your application properly or at all.

### **What are your rights?**

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the Group to change incorrect or incomplete data;
- require the Group to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the Group is relying on its legitimate interests as the legal ground for processing; and,
- ask the Group to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the Group's legitimate grounds for processing data.

You may request details of personal information which we hold about you under the Data Protection Act. If you would like a copy of the information held on you please **write to** Andrew Bush, Assistant Director Governance and Policy/Company Secretary at, [1700 Solihull Parkway, Birmingham](#) Business Park, Solihull, B37 7YD **or email [andrew.bush@Platformhg.com](mailto:andrew.bush@Platformhg.com)**. **We will need to first** verify your identity in order to provide this information to you and will normally do so within 30 days from receipt of this. There may however be some exceptions to this where we will contact you within 30 days to advise of this.

### **Further information**

If you wish to raise a complaint about how we have handled your personal data, please contact our Data Protection Officer who will investigate the matter. Our **Data Protection Officer is Andrew Bush, Assistant Director Governance and Policy/Company Secretary and you can contact them at [andrew.bush@Platformhg.com](mailto:andrew.bush@Platformhg.com)**.

If you are not satisfied with our response or believe that we are not processing your data in accordance with the law you can complain to the Information Commissioner's Office (ICO). You can contact the ICO at the following address:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Please also see <http://www.ico.org.uk/>