



The  
**Wildlife**  
Trusts

# Digital Change Manager - HR Automation Project

RECRUITMENT PACK

Salary: Up to £35,000

Location: Home based with occasional travel to Newark office/UK

Full time: 35 hours per week (Mon-Fri)

Permanent contract



Royal Society of Wildlife Trusts

Registered Charity N° 207238

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## About Us

The Wildlife Trusts are a federation of 46 charities, supported by a central charity, the Royal Society of Wildlife Trusts. Together we have over 940,000 members, 32,500 volunteers and 3,400 staff across the UK.

From precious peatlands and wildflower meadows to Britain's lost rainforests, Wildlife Trusts have restored and care for some of the most special places for wildlife in the UK. We've re-wiggled rivers, brought back beavers to the UK and helped thousands of communities take matters into their own hands to bring back nature on their doorsteps. Collectively we manage more than 2,600 nature reserves, operate 123 visitor and education centres and own 29 working farms. We undertake research, we campaign for wildlife and wild places under threat, and we help people access nature.

But we're not standing still. The next few years will be critical in determining what kind of world we all live in. We need to urgently reverse the loss of wildlife and put nature into recovery at scale if we are to prevent climate and ecological disaster. We have an ambitious new strategy to address this, setting out our bold vision of nature in recovery with many more people taking action for wildlife.

## About You

This is a critical role for driving change, ensuring the successful adoption of new systems, and embedding improved ways of working. You are an experienced digital /IT change management professional with a proven ability to lead service delivery optimisation and system adoption projects. You thrive in collaborative environments and excel at managing diverse stakeholders. Your expertise in managing change ensures you can deliver seamless transitions while supporting staff to embrace new processes and tools.

**The Wildlife Trusts value passion, respect, trust, integrity, pragmatic activism and strength in diversity. Whilst we are passionate in promoting our aims, we are not judgmental and are inclusive. We particularly encourage applications from people who are underrepresented within our sector, including people from minority backgrounds and people with disabilities. We are committed to creating a movement that recognises and truly values individual differences and identities.**

**The Royal Society of Wildlife Trusts takes our safeguarding responsibilities extremely seriously. Please click [here](#) to read our commitment statement. RSWT is committed to safeguarding and promoting the welfare of children and adults at risk. For applicable roles, applicants must be willing to undergo checks with past employers and Disclosure and Barring Service checks at the eligible level.**

**As a Disability Confident employer, we are committed to offering an interview to anyone with a disability that meets all the essential criteria for the post. Please let us know if you require any adjustments to make our recruitment process more accessible.**

**RSWT are committed to increasing the diversity of its staff through its Levelling the Field recruitment pledge and will put any ethnic minority applicants that meet all the essential criteria for the post through to the next stage of recruitment.**

**Please do not use artificial intelligence tools to assist you to complete the application form. We may not accept applications that have been completed utilising AI tools. If you would usually use tools such as these to assist you in filling in a form, please contact [tash.stewart@iris.co.uk](mailto:tash.stewart@iris.co.uk) to discuss this further and understand other options.**

## Job Description – Overall Purpose

As the Digital Change Manager for the HR Automation Project, you will have end-to-end responsibility for the successful delivery and adoption of integrated HR, payroll, recruitment, and Learning Management System (LMS) solutions across the Royal Society of Wildlife Trusts (RSWT) and the Wildlife Trust federation. This pivotal role involves managing stakeholder engagement, liaising with suppliers, and ensuring sustainable change practices to optimise service delivery, improve user experience, and align with strategic objectives. You will also act as a champion for the project, showcasing its benefits to encourage wider adoption across the federation. Beyond this project, you will contribute to the planning and delivery of future digital transformation initiatives aligned with RSWT's 2030 strategy, ensuring a clear roadmap for sustainable and impactful digital change.

## Job Description – Main Responsibilities

- **1. Lead Change Management Activities:**

- Develop and execute a comprehensive change management strategy for implementing HR, payroll, recruitment, and LMS solutions.
- Ensure alignment of project objectives with RSWT's strategic goals and the operational needs of Wildlife Trusts.
- Anticipate and address resistance to change, fostering stakeholder engagement and ensuring a smooth transition to new systems.
- Act as a key advocate, presenting the project to Wildlife Trusts and promoting the benefits of system adoption.
- Contribute to the delivery of the wider digital change roadmap, supporting the delivery of future projects aligned with RSWT's 2030 strategy.



## Job Description – Main Responsibilities

- **2. Optimise Service Delivery:**
  - Analyse existing processes across HR, payroll, recruitment, and training functions, identifying inefficiencies and opportunities for improvement.
  - Design and implement streamlined workflows to enhance service delivery and reduce administrative overhead.
  - Ensure solutions meet user needs and industry best practices while being adaptable to the diverse contexts of Wildlife Trusts.
  
- **3. Stakeholder Engagement Across RSWT and Wildlife Trusts:**
  - Serve as the primary point of contact for RSWT teams and Wildlife Trusts, ensuring their unique needs are considered and addressed.
  - Build robust relationships with stakeholders, delivering tailored communications, training, and resources to support diverse user groups.
  - Facilitate regular forums to gather feedback, address concerns, and refine system design and rollout strategies.
  - Engage with non-participating Wildlife Trusts, demonstrating project successes and encouraging future adoption.
  
- **4. Manage Supplier Relationships and System Delivery:**
  - Oversee the performance and delivery of suppliers for payroll, recruitment, and LMS solutions, ensuring adherence to specifications and timelines.
  - Act as the escalation point for supplier issues, working collaboratively to resolve challenges and maintain progress.
  - Coordinate supplier-led training and workshops, ensuring robust documentation supports long-term system use.
  - Establish strong working relationships with suppliers to foster accountability and a shared commitment to the project's success.

## Job Description – Overall Purpose

- **5. Cross-Functional Collaboration:**

- Collaborate with RSWT's HR, IT, and finance teams to integrate new systems securely and seamlessly into existing infrastructure.
- Work closely with other projects to ensure alignment and avoid conflicts in resource allocation and system dependencies.
- Partner with Wildlife Trust representatives to ensure solutions are locally relevant while promoting consistent practices and usability across the federation.
- Ensure project outputs are inclusive, accessible, and aligned with RSWT's commitment to Equality, Diversity, and Inclusion (EDI).
- Collaborate with internal teams and Wildlife Trusts to ensure that learnings and best practices from this project inform the delivery of future digital initiatives outlined in the 2030 strategy roadmap.

- **6. Monitor and Evaluate Success:**

- Define and track KPIs, such as efficiency improvements, user satisfaction, and system adoption rates.
- Deliver regular progress updates to stakeholders, showcasing successes and identifying areas for improvement.
- Conduct post-implementation reviews with RSWT, Wildlife Trusts, and suppliers, capturing lessons learned and refining processes for future projects.
- Document lessons learned from the project to refine approaches for future digital transformation efforts within RSWT and the Wildlife Trust federation.

- For the organisation to work effectively you may be required to assist with other areas of work and therefore, you should be prepared to undertake other duties appropriate to the post, and any other reasonable duties required.

- **All staff are ambassadors for the organisation both internally and externally and are expected to act in a professional manner at all times. They are required to abide by organisational rules, policies and procedures as laid down in the staff handbook, adopt environmentally friendly working practices, set and maintain high personal standards of efficiency and customer care and foster a 'can do' culture based on ownership, initiative, teamwork and exchange of information.**



## Person Specification

### Essential

- Key Competencies:
  - Proven ability to manage complex stakeholder relationships across diverse organisations.
- Experience:
  - Excellent experience in leading change management projects.
  - Experience working with external suppliers to deliver system solutions.
- Knowledge and skills:
  - Excellent communication and interpersonal skills, with the ability to influence and engage effectively.
  - In-depth organisational and analytical skills, capable of managing multiple priorities simultaneously.
  - Knowledge of process optimisation and service delivery improvement.

### Desirable

- Experience:
  - Experience working in a federated or not-for-profit organisation.
- Knowledge and Skills:
  - Familiarity with payroll, recruitment, or LMS systems



## Additional benefits of working for The Wildlife Trusts

- Private medical insurance
- Electric vehicle salary sacrifice scheme
- 26 days holiday per year plus 8 bank holidays
- 4 Concessionary Days
- Non-contributory Life Assurance Scheme
- Generous pension contribution
- Charity worker discount
- Employee Assistance Programme

**Closing date for applications: 22<sup>nd</sup> January 2025**

**First interview: 4<sup>th</sup> February 2025**

**Second interview: 11<sup>th</sup> February 2025**

