CREATING
COMMUNITIES
TOGETHER

SOUTHERN
HOUSING

Transformation Change Partner

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners are at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

This role's strategic purpose is to ensure we achieve the Transformation Plan and Strategic Plan Objectives.

These are:

- To be the best large landlord for repairs by 2027
- Achieving a C1 regulatory rating by 2028
- Achieving efficiency targets of our long-term financial plan

The redesign of our services to become more efficient, effective and drive resident satisfaction is the key purpose of our Transformation Programme; this role's purpose is to ensure the newly designed services are embedded successfully through testing, training and adoption, in the teams and people who deliver them.

Reporting to the Transformation Change Manager, this role's key purpose is to understand the changes for users that the redesign of the service will bring, and ensure the new service is robustly tested, communicated and adopted by the end users.

Southern Housing Limited a charitable housing association and registered society No. .
Southern Home Ownership Limited a registered society No. 18521R.
Southern Space Limited company registration No. 5437850.
Southern Development Services Limited company registration No. 5400187.
All registered in England with registered office at Fleet House, 59-61 Clerkenwell Road, London EC1M 5LA.

Our team of Transformation Change Partner team sits alongside our Transformation Service Design team, ensuring that the redesign of our services is closely connected to the testing and change in ways of working our colleagues will undertake to embed real and meaningful change.

The role will work with our business colleagues to identify business leads for all transformation programmes who will be our business change leaders. In addition, the role will support our Transformation Ownership Model and identify the owners of our:

- Services
- Business Processes
- Products/Systems
- Data

to ensure that decisions relating to the design of the service, its processes, the products/systems and data are made by those who own them.

The role will provide regular communication updates and opportunities for engagement for colleagues including providing regular updates on the testing, training and adoption plans for each Transformation Programme.

The location

You'll be based at one of our main offices in either Farringdon, Croydon or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

As part of cross functional transformation project teams, you will lead the user engagement and stakeholder mapping to identify key leads for the Transformation Ownership Model and the wider programme.

Once identified, you will work alongside the Service Design team to understand the proposed changes, creating test scripts, training materials and communication content that reflect the nuance of the changes.

You will then lead on the delivery of the test plan, and the training plan, while also ensuring all impacted stakeholders and the wider business know what's going on through engaging communications. You will adapt your ways of working to meet the needs of your stakeholders and do what's needed to embed change effectively.

Change through Testing

- Testing is the start of training and of successful user adoption. This role will bring these two aspects of change together.
- Testing will involve working in an Agile cross functional team where new releases of service and process design are released every 2 to 3 weeks.
- Testing will take place continuously through the life of the programme leading up to these regular releases and changes to ways of working
- You will manage the outputs of testing - product defects and project issues - to ensure they're logged, actioned and resolved.
- You will identify key users to be testers, and develop test scripts with them, ensuring that full end to end testing is the aim.

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- Scripts will reflect user stories identified for release within that sprint, so you will need to ensure test script scenarios are meaningful to the key stakeholders the redesigned service.
- You will lead agile testing sessions to watch and learn from your end users, and adapt test scripts to continuously improve them
- You will report on test success/failure to steering group on a regular basis

Change through Training and Adoption:

- You will create training materials with colleagues who will use them, to ensure they are meaningful and embed the change required. These will be based on the user stories delivered through by the project team to deliver the redesigned services.
- You will lead training and adoption sessions and work closely with our Technology and Learning and Culture colleagues to ensure a ensure a joined-up and consistent approach to change delivery.
- This includes creating e-learning materials, delivering 'classroom' training both in person and remotely across our organisation, leading surgeries and drop-in sessions, and supporting early life support after the release of newly designed services.

Change through Engagement and Communication:

- This role will establish the people engagement plan at the start of any transformation programmes or projects.
- Establishing an engagement approach at the start – for example attending team meetings, shadowing, holding 'getting to know you' sessions - will ensure that all business users impacted by the redesign of the services are part of the Transformation journey – and your job is to make this happen.
- You will identify key 'change agents' for each area of the business – engaging first before making any changes.
- You will work with the corporate Communication Team to deliver excellent communication plans to key stakeholders and the wider business on the Transformation Programmes and Projects.
- Communication will be delivered through a variety of channels to meet the needs of end users, leveraging the M365 and other in-person/in-office communication initiatives.
- Support the Change Manager to manage the 'pipeline' of new change demand from colleagues.

In addition, you will:

- Understand and uphold all legal and regulatory duties, for example, comply with GDPR (General Data Protection Regulation), Health & Safety, Safeguarding, Anti-fraud and Whistleblowing practices.
- Obtain feedback and identify opportunities for continual improvement in your own performance and the team's delivery.
- Have experience working with external suppliers of testing, training and communication as and when needed for the Transformation Programme

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What you'll need:

Skills, knowledge, experience, and abilities

Testing

- Experience embedding testing and defects remediation in the delivery of large change projects
- Experience and skills in creating test plans for projects and programmes, including identifying stakeholders as testers, writing test scripts with users, deploying testing iteratively as part of agile delivery.
- Use of tools like Jira to record and track defects, bug fixes and retesting
- Experience delivering different types of testing including Systems and Integration Testing, Functional Testing, User Acceptance Testing, Smoke Testing and pre-go live testing of the live system.
- Demonstrate a clear understanding of how to use Artificial Intelligence (AI) tools responsibly, in line with Southern Housing's AI Ethics Framework and Artificial Intelligence Policy. This role requires a risk-aware mindset—balancing innovation with caution—ensuring AI is used to enhance service delivery while safeguarding resident trust and regulatory compliance.
- Have a proactive approach and a willingness to take ownership of key responsibilities to ensure continuity in service delivery

Training

- Experience of creating training materials and delivering training to large user groups
- Experience communicating and presenting in ways that engage and support user learning
- Experience with implementation of the 'train the trainer' approach to ensure managers own the training for their team going forward
- Experience in clearly explaining and documenting how to use a redesigned system or process, highlighting changes and their user impact

Engagement and Communication

- Skilled copy writer, able to communicate well with a broad range of stakeholders and engage with the Communications Team to deliver innovative communications for the Transformation Programme
- Knowledge of key change methods like ADKAR that ensure that communication lands with users to bed in change
- Experience working with corporate Communications Teams and successfully deploying communication campaigns to engage users
- Experience designing and delivering communication and engagement plans for large programmes of change

Abilities

- Ability to use Microsoft Office applications (Word, Excel, PowerPoint, MS Teams, Visio, Project and CoPilot, SharePoint) and Jira or MS DevOps for defects remediation
- Ability to prioritise work to meet deadlines.
- Able to work under pressure with minimal day to day supervision.
- Experience working effectively and credibly with senior stakeholders.
- Able to work alongside implementation and testing partners/suppliers

Behaviours and Values

- Has a track record of being an excellent team player, able to support and motivate others.
- Successful at building great relationships with colleagues and stakeholders.

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- Able to build effective working relationships with other departments and external bodies.

Qualifications/professional development

- Qualified in one or more project management disciplines such as APM, PRINCE 2, or other.
- Educated to 'A' level or equivalent as a minimum
- Ideally further education qualifications to evidence strong learning and analysis skills

Desirable

- Professional membership of a housing and/or project management body.
- Qualified in relevant continuous improvement methods.
- Public sector or housing experience

Able to travel as required.
Able to work additional hours as required to meet business needs and deadlines.

LT Directorate:	Transformation
Location/Regions covered by this role:	All regions
Last updated:	September 2025

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