

Company Overview

Xoserve is the Central Data Service Provider, that sits at the heart of Britain's complex gas market as a specialised contract management and assurance company. Xoserve maintains accountability for the delivery of the Data Services Contract for the industry, which is delivered by a key outsourced service provider.

About the job

Project Trident is a strategic initiative to modernise the UK Link system - the central data service for Britain's gas market - ensuring it is future-ready, more agile, and aligned with the evolving needs of the energy sector. As the Business Change & Readiness Manager, your role will focus on ensuring the organisation is fully prepared, equipped, and supported to adopt new systems and processes, with a strong emphasis on training, capability uplift, and business transition planning.

Reporting to the Project Director, the Business Change & Readiness Manager will be the focal point for all business readiness, engagement and training across all internal teams across the organisation. The role will translate complex programme deliverables and understanding into behaviour change that lands and sticks.

The role is responsible for developing effective Business Change plans and activities to support the Trident change agenda, ensuring that changes are correctly impact assessed across people, process and tools. The role is required to work with relevant stakeholders to ensure that supporting plans are aligned, developed and delivered to ensure smooth transition of change into Xoserve and that of its customers. Change should be monitored at all times to assess business readiness and once implemented, that change is adopted successfully.

Role Accountabilities

- Responsible for eliciting, documenting and communicating requirements for business change.
- Lead the business readiness strategy across the project, ensuring impacted teams are prepared for system, process, and role changes.
- Ensures that internal people impacts are factored into the project governance and people dependencies are mapped, with early decisions and benefits realised earlier.
- Define and execute readiness assessments, identifying change impacts, capability gaps, and mitigation actions across the organisation.
- Develop and deliver a comprehensive training strategy, working with SMEs and business leads to identify learning needs, training audiences, and delivery formats.
- Deliver a role-based curriculum (e-learning, classroom, job aids) and certify super-users via train-the-trainer. Own the Trident-skills matrix identifying baseline vs. target capability for all staff and embed training outcomes into BAU performance measures, so new ways of working stick.
- Coordinate training material development and delivery, including user guides, e-learning, workshops, and role-based learning journeys.
- Work with business units to embed training outcomes into BAU processes and ensure teams are confident in using the new tools and ways of working.
- Create and manage the transition plan to BAU, including go-live readiness, hyper care, and knowledge transfer activities.
- Design and lead stakeholder engagement activities to promote understanding of the change, build buy-in, and encourage ownership across business areas.
- Develop and track readiness KPIs and adoption metrics, providing regular updates to project leadership and adapting plans as needed.
- Coach leaders and change champions to support implementation and embed behavioural and cultural shifts required for success.

- Collaborate with delivery teams, including product owners, solution designers, and project managers, to ensure change and training considerations are embedded into solution development.
- Build a team that will deliver change analysis and insights using change artifacts and practices.
- Xoserve staff directly impacted have new capabilities ready to deliver on Day One, with full value of the new tooling.

Specialist/Technical Expertise

Essential:

- Relevant experience in leading business change, training, and readiness activities on large-scale IT or digital transformation programmes.
- Proven ability to design and deliver business-facing training strategies, tools, and performance support frameworks.
- Strong experience in developing and managing a skills matrix across business functions and aligning training to readiness outcomes.
- Excellent stakeholder engagement and communication skills - with the ability to influence at all levels.
- Familiarity with both Agile and Waterfall delivery methodologies and how change activities align with iterative or phased deployment.
- Comfortable working in complex environments with multiple stakeholder groups, delivery partners, and legacy systems.
- Ability to lead a team of analysts to aid in delivery of the change strategy and project.
- Relevant qualifications in change management or project management (e.g., Prosci, PMP, PRINCE2) are desirable.

Desirable:

- Familiarity with Xoserve's role in the gas market and the UK Link system.
- Strong facilitation and coaching skills.

What We Offer

- A competitive annual salary up to £75,000 per annum (based on skills and experience)
- Discretionary individual bonus up to 15%
- Generous Pension Scheme - up to 12% employer contribution
- Generous Life Assurance provision - 4 x basic salary
- 28 days annual leave plus 8 statutory days in addition
- Income protection for employee after 12 months service
- Enhanced annual leave entitlement, with opportunity to buy additional holiday each year
- Enhanced family friendly policies
- Commitment to provide learning & development opportunities
- Access to contributory Private Medical Insurance for employee and family (Bupa)
- Health cashback plan for employee plus up to four dependent children (Medicash)
- 24/7 virtual GP plus remote access to Physiotherapy, Mental Health Support and Medical Second Opinion (Help@Hand)
- Electric Vehicle Salary Sacrifice Scheme (Octopus EV)
- Free confidential Employee Assistance Programme (LifeWorks)
- A wide range of wellbeing initiatives

- Fantastic range of discounts on high street retailers, grocery stores, cinema tickets, holidays and more
- Volunteering hours for our local communities
- Financial support to help cover the cost of one annual professional membership subscription

Don't meet every single requirement? Studies have shown that women and people of colour are less likely to apply for jobs unless they meet every single qualification. At Xoserve, we are committed to building a diverse, inclusive, and authentic workplace for everyone. So, if you're excited about this role but your experience or qualifications don't match the job description exactly, we encourage you to apply anyway. You might just be the right person for our growing business in this role or another one.

Xoserve is an equal employment opportunity employer. We adhere to a policy of making employment decisions without regard to race, ancestry, place of origin, creed, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability. We promise that your opportunity for employment with us depends solely on your qualifications.

This is a hybrid working role from our Solihull office with frequent days in the office expected. The closing date for applications is **Friday 27th June 2025**. We encourage candidates to submit their applications as early as possible and not to wait until the published closing date. Xoserve's recruitment periods can and may vary. We reserve the right to remove this advert or close it to further applications at any point during the recruitment process.

The Energy Industry is about to reform and change at pace, and it needs people like you to come and be part of its new design. If you are interested and consider you have the right skills and experience, we are looking for, please either apply direct on LinkedIn or email your CV to **people@xoserve.com**.