Change Manager — Empowering Yeo: A Smarter Way to Work

job description

the finer details

Which site am I based at?
Acorn House

Which team am I a part of?
HR

Who do I report to?
HR Director

Who do I look after?
HR Process Consultant - iTrent Implementation

Team size?
1

Do you have responsibility for a budget?
No direct budget

the purpose of your role

As part of the *Empowering Yeo: A Smarter Way to Work* programme, Yeo Valley Production is transforming how we work by upgrading core systems, including IFS (ERP), Relex (Demand Planning), iTrent (HR), and BI tools.

The Change Manager will take a leading role in delivering the people side of change—ensuring co-owners across the business are engaged, supported, and ready. Reporting to the HR Director, this role also provides line management to the HR Process Manager, who is responsible for developing Standard Operating Procedures (SOPs) for iTrent.

You will shape and drive all aspects of change delivery across multiple sites and functions—building trust, confidence, and capability as new systems and processes are embedded.

Key responsibilities:

A. Audience Impact Analysis
- Conduct stakeholder mapping to identify key impacted roles across Finance, Procurement, HR, Supply Chain, IT, and beyond.
- Lead change impact assessments to identify levels of disruption and areas requiring targeted support.
- Develop tailored engagement strategies for each group, informed by business insight and data.

B. Communication Strategy
- Design and deliver a strategic communication plan aligned to programme milestones.
- Manage whole-business messaging across multiple channels including intranet, email, newsletters, town halls.
- Support line managers with briefing packs and cascade tools.

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qualifications & experience

Essential:
- Experience leading multiple complex change and systems implementation programmes.
- Strong track record of planning and delivering change across diverse user groups and operational environments.
- Exceptional stakeholder management, facilitation and communication skills.
- Experience working with or alongside HRIS, ERP, or planning platforms.
- Able to manage people, priorities, and multiple workstreams with a calm and clear focus.

Desirable:
- Formal change management certification (Prosci, APMG, etc.)
- Experience with iTrent, IFS, or similar enterprise platforms.
- Experience in food production, FMCG, or manufacturing sectors.

- Deliver targeted messaging for high-impact audiences (e.g. Finance, IT, HR).
- Enable open two-way dialogue through surveys, digital Q&As, and feedback forums.

C. Training & User Support
- Conduct a training needs analysis across all business functions.
- Develop and deliver role-specific training for end-users, managers, superusers, and IT support.
- Implement a blended learning approach (e-learning, live sessions, manuals, sandbox simulations).
- Roll out a Train-the-Trainer model and establish local points of support.
- Oversee continuous support beyond go-live, including refresher sessions.

D. UAT & Piloting
- Engage superusers and functional representatives in planning and delivering UAT.
- Coordinate real-world scenario testing and feedback gathering.
- Identify gaps and ensure system refinements are actioned.
- Manage phased rollout and pilot activity to build readiness and early adoption.

E. Change Champion Network
- Establish and manage a network of Change Champions across all locations and departments.
- Equip Champions to support local engagement and adoption.
- Facilitate monthly check-ins and enable knowledge-sharing across the network.
- Act as the link between programme team and business through these local voices.

F. Performance Monitoring & Reinforcement
- Define KPIs to measure adoption, operational improvement, and behavioural change.
- Conduct post-go-live audits to assess uptake and identify improvement opportunities.
- Deliver a reinforcement plan including refresher learning and ongoing comms.
- Embed changes in partnership with local leaders and line managers.

- Working knowledge of collaborative platforms (SharePoint, Teams, Yammer, Miro etc.)

People Leadership

- Provide day-to-day leadership to the **HR Process Manager**, ensuring alignment between SOP design and change delivery timelines.

- Support the HR Process Manager in engaging key stakeholders in the development and validation of iTrent SOPs.

- Champion collaborative working between process and change teams to ensure a seamless user experience.

Ways of working

- **Base:** Acorn House (Yeo Valley HQ)

- **Travel:** Regular travel across Yeo Valley Production sites (e.g. Blagdon, Newton Abbot, Crewkerne)

- **Hybrid Working:** Flexibility expected, with a strong on-site presence during key delivery phases

HR use

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