

CHANGE MANAGER



Why Riverford?

Each week, Riverford delivers outstanding organic food to around 65,000 homes across the UK. This takes loads of brilliant people, from veg growers and box packers to IT experts, and more besides.

We're a friendly, forward-thinking bunch, and our core values run through everything we do. Riverford is 100% employee owned, so working here makes you a 'co-owner' – and it's not just a name! Everyone can play a part in shaping our business. Success means much more than just profits; we want this to be a place people enjoy coming to work, and a business our co-owners feel proud of.

Riverford is proud to be a B Corp; the certification for ethical businesses which work to benefit people and planet. In 2022, we were named one of the Best for the World™ B Corps! This means that our positive impact on staff scored in the top 5% of all B Corps of our size worldwide.



We're owned by our employees



Best for the World™ B Corps of 2022



Using business as a force for good



We're committed to paying the Real Living Wage

What you'll be doing

Working in the Business Change team, you'll be responsible for partnering and coaching the business to ensure that we effectively deliver our project portfolio in the right way. You will work hand in hand with the Programme Manager and Business Analyst, making sure that we land the right things at the right time in the right way. Our roadmap is an exciting one, with a mix of projects and programmes ahead – from supporting our operations to getting fighting fit, to our response to the climate and ecological crises, to inspiring more households to enjoy veg-packed diets.

The Business Change Team is critical to our future success. We want change and new initiatives to be welcomed in the business. To achieve this, we need to build the capabilities across the business to scope and manage projects efficiently and effectively; our commercial success depends on it.

This isn't a functional change management role, but one where you will really need to engage managers and stakeholders across a wide variety of areas. You will understand how to effectively manage change, and share, for example, how to run and facilitate engaging workshops – so that requirements, processes and change impacts are captured and addressed, taking people on the journey with you. You will also work closely with

the People Team and People Business Partners to ensure our co-owners are thought about in all areas of change.

As Change Manager you will build a change management process, ensuring we manage change well, support with the right teams at the right time. Keeping key stakeholders up to date with plans so they can support in the right way. With particular close working required with the People Team and People Business Partners so that between these two teams we can make sure change is managed well.

You will be responsible for the ensuring we understand the change upfront from a size of opportunity, complexity of change, impact of change perspective. You will also play a leading role in ensuring co-owners are well informed on change that we are planning and that they understand the 'Why' we are doing something.

Benefit logics and realisation will be a key element of this role. You will need to have confidence in helping stakeholders understand where the benefits sit, how to unlock them and sustain them in a BAU state. You will work closely with the business and the wider change team to ensure that we are clear on how we set ourselves up to embrace change effectively.

You will be critical to the evolution of change thinking capability around the business guiding and coaching others to think about how they land change.

This is a permanent position. The role is 40 hours per week. Based on Wash Farm, Buckfastleigh, Devon, TQ11 0JU.

Your responsibilities

You'll be responsible for working across Riverford to ensure that we land change in the right way within our project roadmap, by:

- Play a key role in the review process for new projects and supporting others in writing project proposals and business cases with a particular focus on ensuring we have clear vision views, clear problem, goals, benefits
- Make high-level recommendations of landing change resource support required and highlighting potential pinch points.
- Allocate Change resource to a project where needed – being clear if from Change or as part of the regular support from People Business Partners.
- Build our project and change management capabilities across the business, to include support, coaching, and mentoring of managers to deliver their own business improvement projects.
- Consistently checks to see how changes are being managed giving a company level view of where we are – to shape this they will get input from the People Team and Council to look at how we further improve and support our project portfolio.
- Working with the Business Change Team to build a culture where our co-owners embrace, get excited and are empowered about change. We will create a change community where co-owners have a voice.

- You'll become someone who other areas of the business can turn to for support in delivering their own projects; enabling them to succeed as part of our wider upskilling and embedding change.
- Working closely with the wider change team and People Business Partners partnering with the programme manager to reflect the change plans against the project plans.
- Working with the Business Change and People Team to build a culture where our co-owners embrace, get excited and are empowered about change.
- You'll become someone who other areas of the business can turn to for support in delivering their own projects; enabling them to succeed as part of our wider upskilling and embedding change.
- Workload delegation and coaching to the business analyst who can support on elements like requirement gathering, process mapping
- Creating a portfolio of effective training and development for managers. Working with the Business Change Director, Stakeholders, and the L&D Team to ensure it supports culturally.
- Your coaching will be on brand and delivered in a way that is supportive and does not stifle change happening. Managers will feel empowered and confident to lead projects with full responsibility and accountability for success.
- Frameworks, templates, and processes are an important part of delivering, but what's really important is the creation of a really engaging, positive and hands-on approach to skilling up our managers.
- Champion great stakeholder engagement across the business. Work with managers to ensure their key stakeholders are bought in and we really win hearts and minds across the projects we are delivering.
- Build effective toolkits, templates, and project/change frameworks – not only for effective governance but for the engagement, management, and delivery of change. Maintaining this central knowledge base.
- Working with every department by understanding the impacts of all change you'll help surface required resources within the roadmap and advise the business on what is achievable, fully understanding the scope of the key projects and programmes. Identifying risks and gaps which need action.
- With the Business Change Team, you will help build and maintain our change roadmap, working closely with our programme manager to create a joined up project and change view for all co-owners to have visibility of what we are working on and why.
- Supporting and guiding others on the role governance plays in successful change management, including change control. Advising when their projects may need additional resource from either change or wider business.

Skills & experience

- Must have a strong background of coaching, training and mentoring others to deliver successful projects and change.

- Second to none facilitation skills, with the ability to coach others to be confident at running their own sessions.
- Variety of project and change management experience – having delivered operational and people projects for a number of years is a must.
- You must have exceptional ability to lead through change – able to demonstrate to others how you bring people along with you.
- Clear understanding of the cultural and people impact change has is essential.
- Experience of working in a central change, transformation or PMO team supporting others to deliver projects is desirable.
- Strong governance and financial planning experience is desirable.
- Coaching and project management and process mapping experience/qualifications are desirable.

Personal qualities

- You are a people person through and through. Your personality is an engaging one; you build and sustain relationships
- Approachable and supportive, with a real desire to help people. People want you involved.
- An encouraging leadership style with an easy way about you which brings people on the journey.
- You can explain complex techniques in ways which people at all levels in the business can run with.
- Enjoy sharing your knowledge and seeing other develop their skills to succeed.
- You will need to get stuck in; we are a small team with big aspirations, and we need a hands-on individual.
- You'll be a strong communicator, able to clearly and confidently outline decisions, approaches, and conclusions which are key to wider business success.
- You'll be process driven, wanting to follow and develop our new governance processes.
- And most of all, you'll want to work with likeminded and highly capable people to support the delivery of fantastic ethical food!

Salary

£55,000 per annum

WHAT'S IN IT FOR YOU?

33 days holiday pro rata (including bank holidays), plus an extra 2 days when you hit 5 years with us

Generous & ethical co-owner pension scheme

Annual profit share; at least 10% of all our profits are split equally between all co-owners.

30% off everything we sell

Organic breakfasts and lunches, home-cooked by our canteen chefs, at our two biggest sites

Enhanced maternity/paternity pay (plus six months of free organic veg boxes for you and your new arrival)

An annual allowance to spend on Riverford branded clothing

Lots of free co-owner social events and celebrations

Flexible working options

2 paid volunteer days per year

Bike loan scheme (we'll cover the cost initially so you can get your bike tax-free)

Life assurance cover

A generous thank-you gift if you 'recommend a friend' to work with us too. Lots of people work alongside their loved ones at Riverford.

Wellbeing resources, including Mental Health First Aiders and access to free health and wellbeing services such as counselling and physiotherapy. Your wellbeing is a top priority, and there's lots of support at Riverford and beyond.

Training and progression opportunities open to all, including fully funded apprenticeships.

Riverford's values

