

Job Profile

Job Title	Business Adoption Lead		
Job Reference No.	HOMEJD1185	Date of issue:	Jul 2026

The job in a **nutshell...**

As a Business Adoption Lead you will have a clear understanding of operational and system processes and how they align to objectives and key measures. This role will need to travel to ensure that change and improvements are being adopted and adhered to across your function to enhance the customer experience and meet business goals.

Collaboration and strong communication with stakeholders at all levels is required to guarantee a smooth transition to new processes and systems, while enhancing and facilitating training and providing operational support.

You will support in maintaining a suite of procedural documents to support business change and to drive consistency, embed best practice and ensure adherence to procedures.

What **success** will look like...

You serve as the crucial link for successful transformation change to ensure roles and responsibilities are clear and new capabilities are fully adopted, embedded, and supported for maximum effectiveness.

Engaging effectively with internal and external stakeholders, partners and business teams to deliver reviewed and new system capabilities, addressing challenges with pragmatic and creative solutions.

You will contribute to the Business Adoption Plan that aligns with strategic operational goals and project capability plans, ensuring processes, are clear, up to date, and consistently followed. With easy access to the latest information, new starters get up to speed quickly, and managers feel confident that the right steps are being taken.

You ensure that changes in processes, systems, and behaviours are prioritised throughout project planning and business adoption, maintaining momentum even through challenges, instilling confidence in readiness for new capability adoption.

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Your work goes beyond launch, embedding new ways of working that are practical, compliant, and built for long-term success. Working in collaboration with the Learning and Development team to design, schedule, and implement training programmes, preparing for change and enhancing skills and knowledge for new operational methods.

Applying insights into customer experience and journey design to support the development of new processes and technology implementations.

Supporting the Business Adoption manager to build a comprehensive strategy to measure success, process adherence and alignment to role responsibilities. Checking for objective evidence to provide regional action plans.

You will prepare guidance materials and support others through change, demonstrating the resilience needed to secure stakeholder buy-in and drive consistent implementation.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We are intuitively Collaborative • Work together to understand how our strengths complement each other in achieving our goals • Be brave; communicate and collaborate with people beyond your usual team. • Be open, respectful and value different opinions and ways of working	Change Adoption Leadership • Experience of leading the adoption of change in a dynamic, fast-paced agile environment. • Strong planning and organisational skills to support successful implementation. • Experience of driving adoption and embedding new ways of working across operational teams.
We are organisers and drivers • Deliver your objectives at the right pace (but don't 'fall over') • Take people with you. • Have the confidence to challenge performance or behaviors not in line with our values.	Stakeholder Engagement • Proven stakeholder management skills. • Experience of building strong working relationships across a range of stakeholder groups. • Ability to adapt communication styles to engage stakeholders throughout the adoption journey. • Ability to create a one-team culture that supports delivery of shared outcomes.

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We have a creative spark • Think outside the box about how things can be done more efficiently and effectively • Take the time to talk about and develop new ideas, the wisdom of a group can make it even better • Share your excitement and passion	Process and Technology Adoption • Experience of tailoring and developing ways of working to support business adoption. • Experience of presenting new or updated processes to different audiences. • Knowledge of supporting adoption of new technology and system capabilities. • Experience of embedding consistent ways of working across teams and functions.
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We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Previous experience of working in social housing would be great, if you don't, we're happy to support you get up to speed with technical terminologies.
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We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety. Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way. Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours. Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group. Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No	Budget value up to £	n/a
Manages People	No	# of direct reports circa	n/a
Travel	Regular	Driving Essential	No

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DBS	None
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