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| Job Family: | Project Sherwood |
| Job Title: | Business Readiness Coordinator |
| Banding: | 3a |
| Summary: | <p>The role is suited to an organised and proactive individual who enjoys coordinating activities, working with stakeholders, and supporting delivery across business change initiatives.</p> <p>The role is focused on supporting business readiness activities across the Sherwood Core Banking Transformation Programme to help ensure operational teams are prepared for transition from legacy Sopra platforms to the target TCS solution.</p> <p>The role holder will support planning, coordination, documentation, communications, tracking, and operational readiness activities across multiple business areas.</p> |
| Purpose: | <p>To support successful business readiness and operational transition activities across the Sherwood Programme and wider business change initiatives.</p> <p>The role will help coordinate readiness plans, document actions and dependencies, support communications and training activities, track progress, and ensure business areas are prepared for implementation and change impacts.</p> <p>The role combines coordination, organisation, stakeholder engagement, and delivery support activities to help ensure the Society is operationally ready for change.</p> |

| What I Do: | How I Work: | What I Can Do: |
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| <p>Business Readiness & Coordination</p> <ul style="list-style-type: none"> • Support development and maintenance of business readiness plans, trackers, actions, and delivery milestones. • Coordinate activities across impacted business users and teams to support operational preparedness for go-live. • Track progress, dependencies, issues, and risks relating to operational readiness activities. • Support implementation planning, cutover preparation, and transition activities. • Assist with coordination of workshops, meetings, walkthroughs, and readiness review sessions. • Capture meeting minutes, decisions, actions, and follow-up activities. • Identify, manage, and escalate readiness risks, blockers, gaps, and overdue actions. <p>Documentation & Communication</p> | <ul style="list-style-type: none"> • Works in a structured and organised manner with strong attention to detail. • Communicates clearly with both technical and non-technical stakeholders. • Builds collaborative working relationships across business and programme teams. • Maintains accurate documentation, trackers, and progress updates. • Takes a proactive approach to planning, coordination, and follow-up activities. • Is adaptable and able to support multiple workstreams and priorities. • Demonstrates ownership and accountability for assigned activities. | <ul style="list-style-type: none"> • Experience in a project coordination, PMO, change, business support, or delivery support role. • Strong organisational and administrative skills. • Ability to coordinate activities across multiple stakeholders and teams. • Experience maintaining trackers, plans, RAID logs, or project documentation. • Strong communication and stakeholder engagement skills. • Comfortable supporting workshops, meetings, and governance activities. • Good documentation and reporting skills using Microsoft Office tools. • Ability to work in a fast-paced change environment. • Experience supporting operational readiness, implementation, or transformation activities would be beneficial. • Experience within financial services or regulated environments would be advantageous. |

- Support preparation and organisation of readiness materials, operational documentation, training collateral, and communications.
- Assist with maintaining programme documentation, governance artefacts, and status reporting.
- Help ensure documentation is structured, version controlled, and readily accessible.
- Support stakeholder communications and readiness updates across impacted areas.
- Produce and maintain readiness reporting, status updates, and implementation progress updates for stakeholders and programme governance

Operational Readiness Support

- Work with SMEs, Business Analysts, Test Analysts, Operations, and Programme teams to support readiness activities.
- Maintain and track readiness activities including SOP completion, training completion, process sign-offs, operational acceptance, and implementation readiness activities.
- Assist with identifying gaps, risks, impacts, and dependencies affecting business readiness.
- Help coordinate Hypercare and post-implementation support activities where required.

Training & Readiness Coordination

- Coordinate training readiness activities across impacted business teams and stakeholders.
- Track training plans, attendance, completion status, and readiness activities in conjunction with HR, SMEs, and training teams.

Desirable

- Experience working on **core banking platforms or system transformation programmes.**

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| <ul style="list-style-type: none">• Support scheduling, communications, logistics, and coordination activities relating to business readiness and training delivery.• Maintain readiness trackers covering SOP completion, training completion, operational sign-offs, and implementation readiness activities.• Identify and escalate readiness risks, training gaps, resource constraints, or outstanding transition actions.• Support business readiness assessments to help ensure teams, processes, documentation, and support arrangements are prepared for go-live | | |
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