

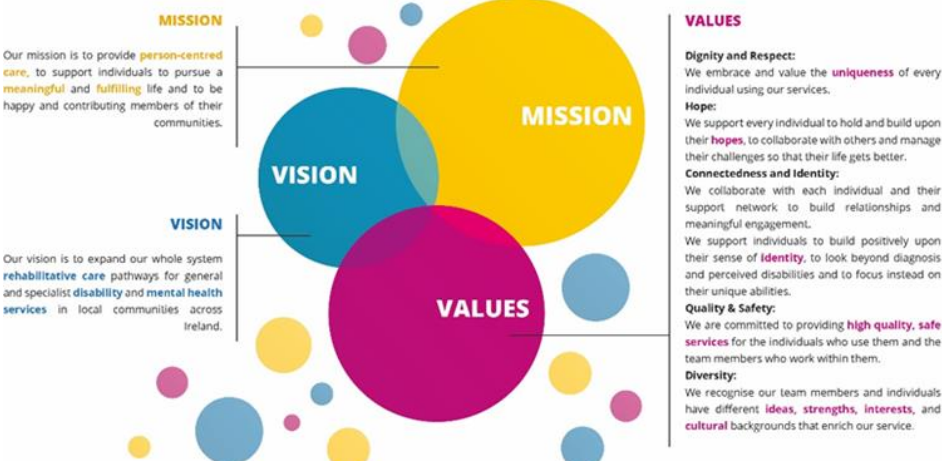


JOB DESCRIPTION

## **Change Management and Training Lead**

Nua Healthcare Services

17 Aug 2026

| Job Description                                       | Change Management and Training Lead                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Introduction to Nua Healthcare Services</b></p> | <p>Nua Healthcare Services (Nua) is Ireland's leading private residential care provider for persons with intellectual disabilities and mental health issues. Established in 2004, Nua offers Residential, Supported Living, Day, and Community Outreach Services to Children and Adults with a range of complex Intellectual Disability and Mental Health support requirements.</p> <p>At Nua, we are proud to offer high standards of service and care, and we are also proud of our facilities, which combine modern living with beautiful outdoor environments.</p> <p>Our team bring a wealth of experience in supporting individuals with a range of diagnosis, associated, and sometimes complex needs:</p> <ul style="list-style-type: none"> <li>▪ Autism Spectrum Disorder</li> <li>▪ Attention Deficit Hyperactive Disorder (ADHD)</li> <li>▪ Acquired Brain Injury</li> <li>▪ Challenging Behaviour</li> <li>▪ Intellectual Disabilities</li> <li>▪ Mental Health Rehabilitation and Recovery</li> <li>▪ Personality Disorders</li> </ul> <p>Nua is committed to promoting and maintaining a workplace environment that celebrates diversity &amp; inclusion. We pride ourselves on being a workplace that respects and values every team member.</p> <p>Nua is culturally aware and is committed to equality. We recognise the existence of, and object to, discrimination in all its forms. We lead by example and take responsibility for creating a better workplace for everyone. We encourage our team members to pursue their careers with us in the knowledge that, regardless of age, gender, sexual orientation, civil status, religion, disability, or ethnicity, each team member is equal and entitled to the same opportunities and benefits as their peer, so their hard work and personal commitment ultimately leads them to better their lives and the lives of their families.</p> <p>All employees are required to know and to live our Mission, Vision, and Values.</p> |
| <p><b>Mission, Vision and Values</b></p>              |  <p><b>MISSION</b></p> <p>Our mission is to provide <b>person-centred care</b>, to support individuals to pursue a <b>meaningful and fulfilling</b> life and to be happy and contributing members of their communities.</p> <p><b>VISION</b></p> <p>Our vision is to expand our whole system <b>rehabilitative care</b> pathways for general and specialist <b>disability and mental health services</b> in local communities across Ireland.</p> <p><b>VALUES</b></p> <p><b>Dignity and Respect:</b><br/>We embrace and value the <b>uniqueness</b> of every individual using our services.</p> <p><b>Hope:</b><br/>We support every individual to hold and build upon their <b>hopes</b>, to collaborate with others and manage their challenges so that their life gets better.</p> <p><b>Connectedness and Identity:</b><br/>We collaborate with each individual and their support network to build relationships and meaningful engagement.<br/>We support individuals to build positively upon their sense of <b>identity</b>, to look beyond diagnosis and perceived disabilities and to focus instead on their unique abilities.</p> <p><b>Quality &amp; Safety:</b><br/>We are committed to providing <b>high quality, safe services</b> for the individuals who use them and the team members who work within them.</p> <p><b>Diversity:</b><br/>We recognise our team members and individuals have different <b>ideas, strengths, interests, and cultural</b> backgrounds that enrich our service.</p>                                                                                                                                                                                                                                                                                                                                                                                                   |

## Key Responsibilities

As part of a multi-year Digital Transformation programme, we are strengthening our technology capability, modernising infrastructure and systems, and building a more structured and scalable IT operating model. The IT Programme Management Office (PMO) plays a central role in enabling this change.

### The Role

We are hiring a Change Management and Training Lead to join the IT PMO. This role will design and deliver the change management and training strategies that support successful delivery of the Digital Transformation Strategy. Reporting to the Director of IT, the successful candidate will plan, manage, and execute change and training activities across the programme portfolio.

### Key Responsibilities

#### Change Management & Adoption

- Apply structured change management methodologies to support the effective delivery of change initiatives across multiple projects
- Promote adherence to change management processes and champion the value of effective change delivery across the organisation
- Monitor and measure change adoption, providing insights, feedback, and support to ensure sustained business benefits
- Use data, insights, and emerging tools to identify opportunities to improve change outcomes

#### Stakeholder Engagement & Communication

- Develop and implement communication strategies and materials tailored to different stakeholder groups
- Work closely with technical and non-technical stakeholders to support person-centred transformation initiatives
- Facilitate workshops to capture current-state processes and define future ways of working with stakeholders
- Collaborate closely with IT, HR, and departmental leads to ensure training aligns with wider organisational change management objectives

#### Training Delivery

- Lead training activities, including needs analysis, scheduling, coordination, and adoption planning for IT digital initiatives
- Assess staff capability gaps and design targeted training strategies for system rollouts, infrastructure upgrades, and compliance requirements
- Design engaging learning materials, including e-learning modules, SOPs, job aids, and instructor-led training sessions

The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder will be required to perform other duties as appropriate to the post.

|                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting &amp; Key Relationships</b> | <ul style="list-style-type: none"> <li>▪ Reporting to the Director of IT</li> <li>▪ Working closely with the IT Programme Management Office (PMO), IT delivery teams, and departmental leads</li> <li>▪ Liaising with HR on training strategy and delivery alignment</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Authority Levels</b>                  | <ul style="list-style-type: none"> <li>▪ To report any matters of concern in terms of quality and safety to your line manager and or another trusted manager should you feel comfortable in so doing.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Qualification/Experience</b>          | <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>▪ Minimum of 5 years' combined experience in IT, Learning &amp; Development (L&amp;D), change management, or business transformation</li> <li>▪ Proven experience delivering professional training programmes, preferably within healthcare or a related sector</li> </ul> <p><b>Experience &amp; Skills</b></p> <ul style="list-style-type: none"> <li>▪ Proven ability to build strong relationships with stakeholders at all levels</li> <li>▪ Excellent verbal and written communication skills</li> <li>▪ Strong organisational, planning, and time management skills with excellent attention to detail</li> <li>▪ Ability to work independently and manage training schedules</li> <li>▪ Ability to work under pressure and manage ambiguity in a fast-paced environment</li> <li>▪ Positive, proactive approach with strong interpersonal skills</li> <li>▪ Demonstrated emotional intelligence and ability to respond effectively to group dynamics</li> <li>▪ Strong business writing and documentation skills</li> <li>▪ Ability to adapt quickly to changing priorities and meet tight deadlines</li> </ul> |
| <b>Desirable</b>                         | <ul style="list-style-type: none"> <li>▪ Experience working within the health sector</li> <li>▪ Recognised change management qualification</li> <li>▪ Interest in emerging technologies and innovative approaches to change delivery</li> <li>▪ Understanding of data quality, clinical safety, information governance, and information security</li> <li>▪ Comfortable operating in a fast-paced, changing environment while managing multiple concurrent projects</li> <li>▪ Strong proficiency with Microsoft Office tools (Word, Excel, PowerPoint, Visio, SharePoint)</li> </ul> <p><b>Desirable Characteristics</b></p> <ul style="list-style-type: none"> <li>▪ Strategic mindset — able to align Microsoft 365 features and capabilities with organisational goals</li> <li>▪ Customer-oriented approach — committed to delivering excellent end-user support and improving user experience</li> </ul>                                                                                                                                                                                                                                                                              |

|  |                                                                                                                                                                                                                                                                                       |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none"><li>▪ Adaptability — comfortable working in a dynamic environment with frequent changes in technology and business needs</li><li>▪ Innovative thinking — willing to suggest new tools and approaches to improve productivity and security</li></ul> |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                       |  |              |  |
|---------------------------------------|--|--------------|--|
| <b>Post Holder:<br/>(Print Name)</b>  |  |              |  |
| <b>Post Holder:<br/>(Signature)</b>   |  | <b>Date:</b> |  |
| <b>Line Manager:<br/>(Print Name)</b> |  |              |  |
| <b>Line Manager:<br/>(Signature)</b>  |  | <b>Date:</b> |  |