

Change Manager



Location: London, UK

Department: Project Management Office

Reporting to: Head of PMO

Contract Type: Permanent

Do you want to create memories that last a lifetime?

Tour Partner Group is a leading B2B Destination Management Company (DMC) specialising in travel experiences across the UK, Ireland, the Nordics, and the Baltics. With offices in London, Edinburgh, Dublin, and Copenhagen, we bring together over 300 destination specialists, designing unforgettable travel experiences for Groups and FIT, as well as curated MICE programmes under our dedicated brand, **Horizons by Tour Partner Group**.

At **Tour Partner Group**, we believe in responsible travel, continuously challenging ourselves to elevate our standards and ensure that every journey we create leaves a positive impact on both people and the planet.

About the position:

We are looking for a passionate and dynamic **Change Manager** to join our team in **London, UK**. In this role, you will own adoption and resistance management across our transformation programme, ensuring new technologies and ways of working are fully embraced and deliver real business value. Working with teams across the organisation, you will apply a consistent change approach while tailoring tactics to different audiences to drive lasting adoption.

Your responsibilities:

As a Change Manager at Tour Partner Group, your key responsibilities will include:

Change Management Strategy & Framework

- Develop and own the change management approach for the transformation programme
- Create a repeatable change management framework that can be applied consistently across all initiatives
- For each initiative, assess change impact: who is affected, how significantly, what they need to do differently
- Develop initiative-specific change plans covering stakeholder engagement, communications, training, and adoption
- Ensure change management is embedded in project delivery, not bolted on at the end
- Partner with Project Managers to integrate change activities into project plans and timelines

Adoption Strategy & Metrics

- Define adoption metrics for each initiative – what does "success" look like beyond go-live?
- Projects are only considered complete when adoption targets are achieved – go-live is not success
- Design adoption tactics tailored to each initiative, audience, and business unit
- Implement dashboards to track adoption in real-time across all initiatives
- Identify lagging teams early and intervene before problems become entrenched



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- Report adoption progress to Steering Committee and escalate where adoption stalls

Transformation Champions Network

- Build and manage a network of change champions across business units and geographies (UK, Nordics)
- Recruit "Power Users" for each initiative – early adopters who test solutions, provide feedback, and train peers
- Work with MDs to designate senior leaders as transformation sponsors with visible advocacy roles
- Enable champions with tools, talking points, and support to drive adoption in their teams
- Create feedback loops so frontline insights reach the programme team and inform solution design
- Recognise and celebrate champion contributions

Resistance Management

- Proactively identify resistance across all initiatives – understand why people don't want to change
- Distinguish between legitimate concerns (bad process, missing training, genuine issues) and reluctance to change
- Address legitimate concerns by feeding back to project teams for resolution
- Work with managers to address resistance constructively – coaching, support, and where necessary, accountability
- Support difficult conversations when enforcement is required
- Navigate the political dynamics of change across business units with different cultures and histories

Training & Capability Building

- Conduct training needs analysis for each initiative – what skills do people need to succeed?
- Design role-based training curriculum – different users need different training depths
- Coordinate training delivery across modalities: classroom, e-learning, videos, quick reference guides, on-the-job coaching
- Ensure training happens at the right time – not too early (forgotten), not too late (panic)
- Measure training effectiveness – can people actually perform the new tasks?
- Support ongoing capability building and reinforcement, not just go-live training

Communication & Engagement

- Develop and execute communications strategy for the transformation programme
- Create consistent narrative across all initiatives – why we're changing, what's in it for employees, what's expected
- Position technology change as "exchange of value" – new tools eliminate tedious manual work in exchange for adoption and learning
- Tailor messages by audience – executives, managers, frontline staff, different business units
- Capture and share success stories – make early wins visible to build momentum
- Manage communications across multiple channels (email, Teams, town halls, team meetings, intranet)
- Coordinate with HR and Internal Communications on sensitive messaging (especially where headcount changes are involved)



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Executive Sponsorship Activation

- Ensure executives visibly sponsor and advocate for change, not just govern from steering committees
- Brief executives on their role in driving adoption – what they need to say and do
- Prepare talking points and materials for executive communications
- Support CFO (Business Sponsor) in holding MDs accountable for adoption in their units
- Escalate when executive air cover is needed to overcome blockers or resistance

Your profile: Skills & Experience

We are looking for an individual with the following skills and qualifications:

Essential

- 4+ years change management experience in business transformation or technology programmes
- Proven track record of driving adoption of enterprise systems (CRM, ERP, finance systems, or similar)
- Experience with change management methodology (Prosci ADKAR, Kotter, or similar)
- Training design and delivery experience – can create and run effective training programmes
- Strong influencing skills – can persuade without authority and navigate organisational politics
- Data-driven approach – tracks adoption metrics, identifies patterns, intervenes based on evidence
- Comfortable with both encouragement and accountability – can have difficult conversations when needed
- Excellent communication skills – written, verbal, and presentation
- Experience working across multiple business units, teams, or geographies
- Ability to manage multiple initiatives simultaneously with different stakeholders and timelines

Desirable

- Travel or hospitality industry experience
- Prosci certification or equivalent change management qualification
- Experience with CRM, finance automation, or BI/analytics platform adoption programmes
- Experience with transformation programmes involving headcount changes or role redesign
- Experience supporting M&A integration and organisational change
- Experience building and managing champion/ambassador networks at scale
- Internal communications or employee engagement background
- Multi-country change management experience (UK and European markets)



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What we offer

At Tour Partner Group, we believe in rewarding our team members. By joining us, you will enjoy:

- **A dynamic and international work environment**, collaborating with colleagues from over **20 nationalities**.
- **Familiarisation trips** to enhance your first-hand knowledge of our destinations.
- **A holiday increase** with years of service, up to **25 days**.
- **A contribution towards gym membership** to promote well-being.
- **An extra day off on your birthday**, because celebrating is important!
- **One volunteering day per year** to support a cause you're passionate about.
- **Annual social events** to celebrate our shared successes.
- **TPG Travel Club discounts** to explore our destinations in your free time.
- The opportunity to become a **Value Champion**, earning a **Discover-Our-Destination reward** for an exciting explorer getaway.
- **A structured development programme** with **on-the-job training**, ensuring you reach your full potential.
- **A collaborative and supportive team culture** where every member is valued.
- Opportunities for **career progression**, moving into new roles within the company.

Additional Information

- **High Season Period:** Please note that from **1st May – 31st August**, the workload may be heavier, and overtime may be required. Overtime is compensated as time off in lieu.
- **Work Location:** This position is based in **London, UK**, with the possibility of hybrid working depending on the role.





Our Values

At Tour Partner Group, our values guide everything we do:

- **Partnership** – We collaborate as a team to succeed and hold our colleagues and business partners in high esteem.
- **Inspiration** – We inspire confidence in others through our knowledge and expertise. We seek and embrace change.
- **Respect** – We are open to new ideas, cultures, and experiences. We value honesty and transparency.
- **Passion** – We share our love for travel and encourage others to explore our destinations. We aspire to be the difference that makes the difference.

Our Commitment to Sustainability & ESG

- We recognise the part we play as a tourism business. We believe in the **positive force and impact** of responsible business on our collective future—one that is sustainable and contributes **not only to ourselves and our clients but also to the planet and society as a whole**.
- Internally, we have taken active steps to **reduce our environmental footprint** by limiting printing, switching to **digital business cards**, and ensuring that **business travel is only undertaken when essential**. Additionally, we encourage our employees to **give back to the community** through our **1 volunteering day per year** initiative.
- Find out more about our sustainability efforts: [Tour Partner Group ESG Policy](#)

Our Diversity, Equity and Inclusion Statement

- At Tour Partner Group, our values of **Partnership, Respect, Inspiration and Passion** guide everything we do. We believe that travel is about **connection, discovery and shared experiences** – and that **begins within our own teams**.
- We are committed to building a workplace where everyone feels **valued, respected and inspired** to contribute their best. We encourage applications from individuals of every **background, culture, identity, ability and life experience**.
- Our aim is to make opportunities accessible, ensure decisions are fair and provide the resources each colleague needs to grow and succeed.
- By living our values and embracing **diversity**, practising **equity** and nurturing **inclusion**, we strengthen not only our business but also the partnerships and communities we serve.



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How to Apply

If you're excited to be part of a team that delivers exceptional travel experiences, we'd love to hear from you!

- Please send your **CV and cover letter** to global.recruitment@tourpartnergroup.com with the subject line: **Application for Change Manager – Your Name**.
- If you have any questions about the role, please contact **Bianca Chiru** at bianca.chiru@tourpartnergroup.com

We look forward to welcoming you to the Tour Partner Group team!

www.tourpartnergroup.com

