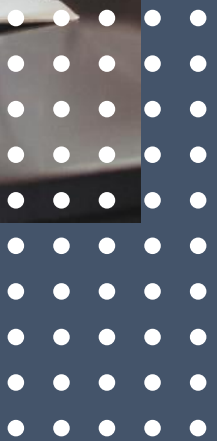


G-Cloud 15: Flex Service Definition



Introduction to Change Specialists

Founded in 2012, Change Specialists have extensive experience of helping organisations deliver cloud services, strengthening operational effectiveness, enhancing digital and customer-facing services, creating future-state operating models that are both practical & sustainable, delivering efficiencies & cost reduction initiatives and helping organisations deliver highly effective and successful change & transformation programmes.

Our work across IT, digital, and organisational change gives us a strong understanding of the challenges faced by organisations across the Public Sector. These include modernising legacy processes, cloud migration, improving end-to-end digital journeys, implementing ERP & CRM solutions, enhancing data reliability & reporting, and ensuring operational alignment across teams. We have repeatedly helped organisations successfully address these challenges in environments where accuracy, compliance, and trust are critical.

Our team brings decades of experience delivering major and highly complex transformation programmes for some of the UK's most recognisable organisations.

Why Choose Change Specialists?

We've all experienced change programmes where there's a need to supplement existing teams with external resources. Whether you need to acquire new skill sets that you don't have in-house or are scaling up to create some short-term additional capacity, Change Specialists provide the services you need.

At Change Specialists we are experts at implementing change and understand the critical elements of an exceptional team. We work exclusively with professionals who are experts in their field, possessing a verified history of successful change programmes.

Recommended by our clients, Change Specialists provide a scalable, flexible and cost effective solution to access the resources and capabilities to support the successful outcome of your IT, Change or Digital Transformation programmes.

Our services are designed for government bodies requiring confidence that complex change will be delivered, adopted and sustained. We regularly support complex, multi-year and multi-supplier programmes operating under high levels of scrutiny, assurance and regulatory oversight.

Service Coverage

We support organisations where success depends not just on people, but on the right capability, deployed at the right time, with clear accountability for outcomes. Our Flex service is designed for projects & programmes that require speed, specialist expertise, and adaptability beyond traditional consultancy or contingent labour models.

Change Specialists services operate through a Statement of Service, giving clients confidence on scope, governance, cost, and results.

Our approach is particularly effective where internal capacity or capability is constrained, or where programmes require specialist capabilities alongside internal teams.

This service definition document supports the full range of Change Specialists services available under the G-Cloud 15 framework. These services include, but are not limited to:-

- Programme, Project Management & Delivery Management services
- Delivery Assurance and Governance Review services
- Programme & Project Healthchecks and Delivery Recovery services
- Portfolio Management & PMO services
- Business Analysis and Process Re-design services
- Change Management, Benefits Management & Realisation services
- Solution, Technical, Cloud and Enterprise Architecture services
- Cloud Strategy, Migration, Transformation and Support services
- Agile Software Development, DevOps and Infrastructure Engineering services
- Data, Analytics, AI & Machine Learning services
- Power BI and Power Platform services
- ERP and CRM Implementation services
- Resourcing and Recruitment services

Buyers should refer to individual G-Cloud service listings for specific service scope, features, benefits and pricing.

How The Service Operates

1. **Service Requirement Definition** - We run a structured briefing session to confirm scope, deliverables, governance, security requirements, and success measures. This reduces ambiguity, supports rapid mobilisation, and enables controlled delivery under a Statement of Service so we can provide a tailored solution.
2. **Specialist Selection** - After a rigorous selection process, we provide a shortlist of pre-qualified specialists with relevant cloud, programme, and change delivery experience. As the buyer, you retain the final selection.
3. **Mobilisation & Onboarding** - Mobilisation outputs are agreed in the Statement of Service and are designed to enable controlled delivery and assurance from the outset. At start of the engagement, Change Specialists issue a 'Welcome to Flex' pack and confirm reporting routes, service assurance checks, and governance interfaces. Mobilisation typically includes the following, subject to the agreed Statement of Service:-
 - Mobilisation Pack: confirmation of the service scope, reporting cadence, and roles and responsibilities.
 - 'Welcome to Flex' Pack and Onboarding Checklist: ways of working, reporting expectations and key contacts.
 - Service Assurance Mobilisation: confirmation of Weekly Service Provider reporting from the first Monday after engagement start, client survey schedule at one month, three monthly intervals, and engagement closure, and the feedback and action cycle.
 - Stakeholder Meetings: key stakeholders and communications approach agreed.

- Working Arrangements and Security Confirmation: access needs, ways of working, and any specific security requirements captured in the Statement of Service. This includes confirmation of any equipment issued and access controls required for the service delivery.
 - Comprehensive Vetting Checks: Change Specialists undertake thorough vetting of Service Providers, including financial, identity, and background checks, as a standard part of the service onboarding process to ensure quality and compliance.
4. **IR35 Compliance** – Prior to commencing the service all Service Providers complete an off payroll working rules assessment. Change Specialists partner with Kingsbridge Insurance and utilise the Kingsbridge Status Tool to assess the IR35 status of all contingent workers. The IR35 determination provides an accurate decision on the status which can be shared with the buyer to provide visibility. This determination can also be insured. An ongoing review then takes place to help ensure that the determination remains accurate in the execution of the contract. Service assurance supports this by monitoring delivery working practices and identifying activity that might compromise the determination.
5. **Service Assurance Checks** - Service assurance is embedded into the Flex service delivery model and is activated at the start of every engagement. Service assurance is used to measure service quality, maintain delivery confidence, and trigger timely interventions. It provides early and frequent feedback on the service performance, enabling proactive management of delivery risk and monitoring of behaviours that could compromise off payroll working rules. Service assurance measures the performance, compliance, and responsiveness of the Change Specialists Flex service, including the conduct and delivery of service providers. However, it is not assurance of the buyer's programme or project outcomes unless explicitly included in the Statement of Service. Change Specialists remain accountable for the effective delivery of the contracted service to the buyer.

Inputs to Service Assurance include:-

- Client Survey: first survey one month after the start of the engagement, then at three monthly intervals, and a final survey at engagement closure.
- Service Provider Weekly Status Reports: commencing from the first Monday after the start of the engagement.
- Service Assurance Manager, Account Lead, or Service Delivery Manager Assessment: ongoing review of delivery health, risks, and compliance evidence.

Outputs from Service Assurance include:-

- Delivery confidence summary and metrics dashboard, supporting senior oversight and audit readiness.
- Service provider performance and compliance view, including history of assignments and feedback trends.
- Client feedback note with observations and pragmatic improvement actions where risks or constraints are identified.

Should any issues be identified, Change Specialists agree an action plan internally and with the buyer. On receipt of client feedback, Change Specialists provide feedback to both the service provider and the buyer as a minimum, and record any improvement actions. Actions are reviewed internally with the Practice Director where appropriate. This includes any required governance or delivery interventions.

6. **Service Delivery Support** - Our dedicated team of seasoned IT and business change professionals can understand and appreciate your challenges. As a trusted and valued partner, we will listen, build knowledge and experience of your business to support you and your colleagues. We will provide a clear reporting cadence, covering progress, risks, dependencies, decisions required, and assurance indicators. Reporting is structured for senior oversight and scrutiny, and is designed to support buyer governance, audit evidence, and rapid escalation where needed.

Engagement & Customer Experience

A dedicated Client Relationship Management team brings significant expertise gained over decades of leading major programmes for some of the UK's most recognisable companies and organisations. You will be supported by Julian Brown who will be your dedicated Account Director, acting as a single point of contact and holding accountability for delivery of the contracted services.

We provide clear communication and reporting, transparent progress and risk visibility, proactive issue resolution, and collaborative partnership working.

For further reference, please see www.changespecialists.co.uk.

Change Specialists Flex service allows buyers to scale capability up or down quickly in response to changing priorities.

Valued-Added Services We Provide

At Change Specialists, we are committed to delivering exceptional value to our clients by offering value-added services designed to enhance organisational performance, drive strategic initiatives, and support sustainable growth. Our value-added services encompass:-

1. **Requirement Briefing Session** – A briefing session will be held for every new engagement to collaboratively establish the scope of the service required and to agree the specific deliverables, ensuring clarity and alignment from the outset.
2. **Comprehensive Vetting** – We undertake thorough vetting of Service Providers, including financial, identity, and background checks, as a standard part of our service onboarding process to ensure quality and compliance.
3. **Monthly Reporting** – We provide monthly reports tracking progress against agreed deliverables, incorporating service assurance metrics to ensure transparency, accountability, and consistent quality throughout the engagement.
4. **Service Assurance** – Ensuring the highest standards of service quality, reliability, and performance, our service assurance offering is designed to ensure that all service commitments are met and exceeded, fostering trust and confidence among stakeholders.
5. **Coaching & Mentoring** – Our coaching and mentoring of the Service Providers we work with helps these individuals achieve their full potential and contribute more effectively to our client's success.
6. **Sounding Board on Change Management** – Recognising the value of objective, experienced advice, we are trusted advisers to our clients providing an opportunity to discuss challenges, brainstorm ideas, and explore new strategies in a confidential and supportive environment.

Examples Of Clients We Have Worked With





APPENDIX

Appendix A: CHANGE SPECIALISTS: EXPERTISE BEHIND YOUR CHANGE



Julian Brown
Practice Director

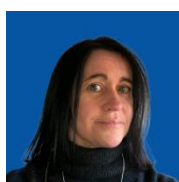
Julian drives change with energy, transparency, and collaboration at the heart of every programme. He delivers major digital and business transformations, shapes commercial strategies, and embeds cultural and performance improvements - consistently unlocking multi-million-pound benefits and lasting impact.

Role: Julian will be the dedicated point of contact, available to ensure clarity, responsiveness, and alignment throughout the framework agreement.



John Dean
CEO

John founded Change Specialists to create a consultancy rooted in experience, relationships, and delivery excellence. With a career spanning multi-million-pound to £1bn-plus programmes, he drives sustainable transformation and measurable impact for every client.



Karen Dykes
*Capability Delivery
Partner*

Karen is passionate about connecting exceptional talent to transformative opportunities. Specialising in niche skills and interim talent, she delivers agile, inclusive, and relationship-driven solutions that help organisations thrive and change succeed.



Andy Smales
Delivery Assurance

Andy is a results-driven assurance expert, turning around challenging initiatives and embedding robust frameworks. His focus on quality, risk management, and governance ensures portfolios are de-risked and transformation delivers consistently excellent outcomes.



Angela Hopkins
Executive Support

Angela keeps the engine of the business running smoothly, combining compliance, process improvement, and executive support. Her organisational expertise ensures the team operates efficiently, stays focused, and meets key deadlines, enabling successful delivery across all activities.



THE **CHANGE** PEOPLE

Our Contact Details

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Practice Director

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Change  **Specialists**
Simplifying Change