

Change Manager – Job Description

Company: Stannah Management Services Ltd

Function: Human Resources

Reports to: Group HR Director

Purpose

The Change Manager will play a key role in ensuring that change initiatives meet objectives on time and on budget by increasing employee adoption and usage. The role will focus on the people side of change, including changes to business processes, systems and technology, job roles and organisation structures. The main responsibility will be to create and implement change management strategies and plans that maximise employee adoption and usage and minimise resistance within the business.

Key Responsibilities

1. Apply a structured methodology and lead change management activities across the Stannah Group
2. Assess the change impact and complete change management assessments
3. Create a change management strategy that encompasses the change requirements for the Company in line with the wider Company Blueprint/Strategy
4. Identify, analyse and prepare risk mitigation processes to enable change
5. Identify and manage anticipated resistance
6. Consult and coach project teams and management teams
7. Create actionable deliverables for the five change management levers: communications plan, sponsor roadmap, coaching plan, training plan, resistance management plan
8. Support communication and training plans
9. Support and engage senior leaders
10. Support organisational design and definition of roles and responsibilities
11. Coordinate meetings with other specialists
12. Integrate change management activities into the overall project plan
13. Evaluate and ensure user readiness and provide guidance on any mitigation required
14. Manage all stakeholders
15. Track and report issues
16. Define and measure success metrics and monitor change progress

This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and the Human Resources function.

Skills and Experience

- A solid understanding of how people go through a change and the change process;
- Experience and knowledge of change management principles, methodologies and tools
- Exceptional communication skills – both written and verbal

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- Excellent active listening skills
- Ability to clearly articulate messages to all levels of the business
- Ability to establish and maintain strong relationships
- Ability to influence others and move toward a common vision or goal
- Flexible and adaptable
- Resilient and tenacious with a propensity to persevere
- Forward-looking with a holistic approach
- Organised with a natural inclination for planning strategy and tactics
- Problem solving and root cause identification skills
- Must be a team player and able to work collaboratively with and through others
- Acute business acumen and understanding of organisational issues and challenges
- Familiarity with project management approaches, tools and phases of the project lifecycle
- Experience with large-scale organisational change efforts

Personal Attributes and Behaviours

- ✓ Strong communications skills, along with the desire to improve processes
- ✓ Ability to challenge stakeholders at all levels
- ✓ Commercially astute
- ✓ Excellent team working skills with the ability to interact at all levels
- ✓ Confident 'can do' nature with a meticulous eye for detail
- ✓ Able to work unsupervised
- ✓ Good organisational skills with the ability to prioritise

Managerial and Supervisory Responsibility

Reporting to Group HR Director

Relationships

Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical complex and sensitive information.

Education and Qualifications

- Degree level Desirable
- A change management qualification is Essential
- Experience with Prosci ADKAR® Model is Desirable