

Change Manager



Purpose

The Change Manager will play a key role in ensuring projects and change initiatives meet objectives. This role will focus on creating and implementing change management strategies and plans that maximise employee adoption, proficiency and experience of change.

The Change Manager will support project teams in integrating change management activities into their project plans and provide direct support and coaching to People Leaders to help them lead their direct reports through transitions and ensure change is embedded.

Role dimensions

- **Reports to:** Manager - Learning & Change
- **Department:** People & Strategy
- **Direct Reports:** Nil
- **Financial Authority:** Nil

Person specifications

- Excellent stakeholder management skills and a collaborative working style, being comfortable operating and influencing at all levels of the organisation.
- Sound and demonstrated knowledge of change management methodologies and ideally formally trained in recognised change management disciplines.
- Strong experience managing multiple change management workstreams across a business.
- Excellent communication, facilitation, organisation and planning skills.
- An agile, strategic and forward-thinking mindset and an ability to work in evolving environments.
- 5+ years' experience in a senior business role.

Role specific areas of responsibility

- Provide change expertise across business projects, as well as supporting the development of change capability across the organisation.
- Support leaders to effectively understand the impact of change for our people and champion the successful implementation and embedding of projects and initiatives.
- Apply a structured methodology and lead and implement change management activities to support adoption and embedding of the changes required by a project or initiative.
- Assess the change impact by conducting impact analyses, assess change readiness, and identify key stakeholders.
- Support communication efforts by designing, developing, delivering and managing communications.
- Support training efforts by providing input, documenting requirements and supporting the design and delivery of training programmes.
- Produce timely progress reports which include change risks and mitigants.
- Define and measure success metrics and monitor change progress.
- Contribute towards increasing visibility of the change programme pipeline across TSB.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.