

## CHANGE MANAGEMENT SPECIALIST

<b>Type of Employment :</b> Contract (3 year)	<b>Salary:</b>
<b>Reports to:</b> Executive Director	<b>Date Required:</b> June 15 <sup>th</sup> 2017

### JOB DESCRIPTION

#### Summary/Objective

The change management position, under general direction, will define develop and deliver the change management plan from conceptualisation to benefits realisation.

#### Essential Functions

1. Apply a structured methodology and lead change management activities
2. Determine the change management methodology, processes and tools to be used across the programme
3. Ensure the change management plan enables the realisation of planned benefits
4. Support the development and implementation of new or changed business processes, organisational design and structures and ways of working
5. Support the development and implementation of various models of corporate shared services.
6. Assess the impact of change and develops mitigating strategies.
7. Monitor and measure the change process using success metrics.
8. Identify and manage anticipated resistance
9. Integrate change management strategies across all areas of the plan.
10. Track and report issues
11. Coach Managers and Supervisors
12. Coach team members
13. Collaborate effectively with other change managers in other areas of transformation. e financial status by comparing and analyzing actual results with plans and forecasts.
14. Guides cost analysis process by understanding and implementing the relevant policies and procedures; providing trends and forecasts; explaining processes and techniques; recommending actions.
15. Reconciles transactions by comparing and correcting data.
16. Maintains database by entering, verifying, and backing up data.
17. Recommends actions by analyzing and interpreting data and making comparative analyses; studying proposed changes in methods and materials.
18. Protects operations by keeping financial information confidential.

19. Contributes to team effort by accomplishing related results as needed
20. Provides staff support to committees or other departments, as assigned
21. May assist in budget preparation and administration.

### **Key Deliverables and Responsibilities**

1. An overarching change management plan and strategy that will underpin the successful implementation of all actions under the Transformation action plan including (but not limited to) change impact assessment, change readiness assessment, training needs analysis, stakeholder mapping, stakeholder engagement and communications
2. Change strategies that will underpin the successful implementation of Corporate Shared Services in keeping with agreed implementation schedule
3. Change strategies that will underpin the successful implementation of changed business processes
4. Change strategies that will underpin the successful implementation of new organisational and operational designs.
5. Resistance Management Plan
6. Monthly report of the risk, issues, and changes log with mitigation plans.
7. Monthly progress reports to be submitted to the HR Workstream lead.

### **Competencies**

1. Problem Solving and Root Cause Identification.
2. Advanced Critical Thinking
3. Advanced Communication skills
4. Thoroughness.
5. Advanced Planning skills
6. Excellent Time Management
7. Customer/Client Focus.

### **Skills**

1. Advanced monitoring and reporting skills
2. Advanced level stakeholder management skills
3. Negotiation and conflict management skills
4. Change readiness assessment skills
5. Advanced knowledge of change management strategy
6. Active listening skills
7. Intermediate Knowledge of QDA Miner or NVivo
8. Intermediate Knowledge of SPSS
9. Proficiency in using the Microsoft Office Suite

**Supervisory Responsibility**

This position has no supervisory responsibilities.

**Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**Position Type/Expected Hours of Work**

This is a full-time position, and hours of work and days are generally Monday through Friday, 8:30 a.m. to 5 p.m. Some weekend or evening hours may be necessary

**Travel**

The job is located in Kingston. Travel is anticipated to other Government entities with the Kingston Metropolitan Area normally and outside of the Kingston Metropolitan Area on occasion.

**Required Education and Experience**

The Change Management Specialist will be an experienced individual with demonstrated capability in implementing change management principles and methodologies

1. Bachelor's Degree in Human Resource, Management Studies, Public Relations or related field
2. Five (5) years of relevant experience.
3. Specific experience with large scale and diverse organizational change effort
4. Experience and/or certification in Change Management