

# Change Manager

**Business Unit:** Transformation Office

**Reporting to:** Chief Partnerships & Transformation Officer

**Direct Reports:** N/A

**Date Created:** December 2018

## Purpose of Loyalty

<b>What</b>	<p><b>Purpose</b></p> <p>To delight New Zealanders, because true loyalty deserves thanks</p>
<b>Why</b>	<p><b>Vision</b></p> <p>To be the most loved, valued and successful loyalty experience</p>
<b>How</b>	<p><b>Our values</b></p> <p>Own it – We hold ourselves accountable to deliver on our commitments, both individually and collectively</p> <p>Keep it real – We act with integrity and honesty with each other, our clients and customers to generate authenticity and respect</p> <p>Daring – We choose to approach problems with an open and brave attitude. We strive to break new ground with innovative and smart solutions</p> <p>Have each other’s back – We work as a team, support each other and build trust through communication and collaboration</p>

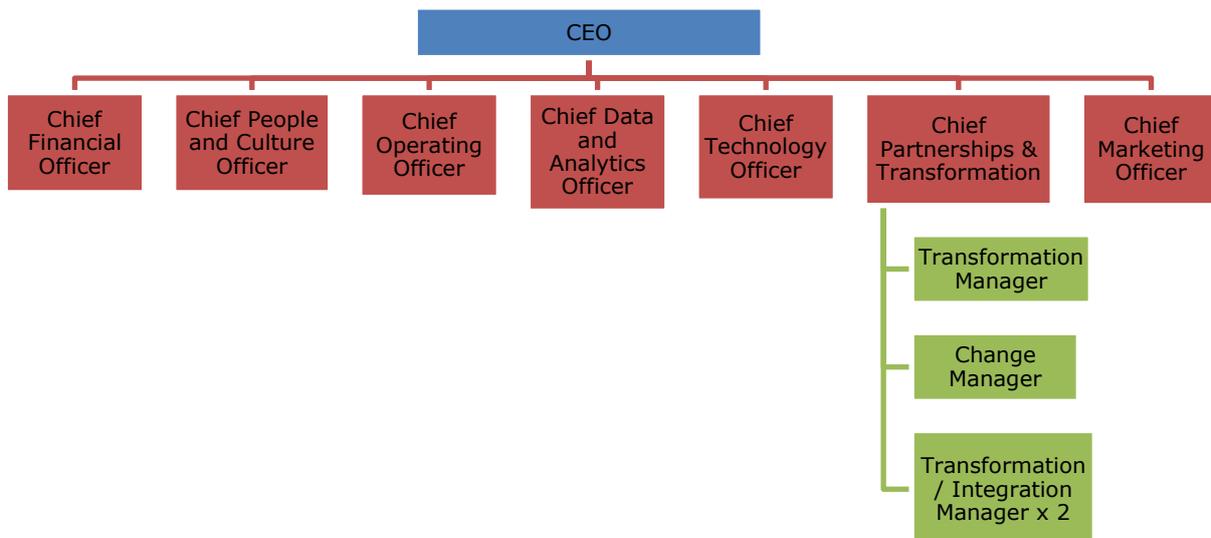
## Purpose of the position

The Change Manager plays a key role in ensuring change initiatives at Loyalty NZ meet the objectives on time and on budget by increasing employee adoption and usage. This role is responsible for the delivery of change management activities for projects and other initiatives that are strategically aligned to Loyalty NZ. This role will focus on the changes to business processes, systems and technology.

The primary responsibility will be creating and implementing change management strategies and plans that maximise employee adoption and usage and minimise resistance. The Change Manager will work to drive faster adoption, higher ultimate utilisation of and proficiency with the changes that impact employees.

## Organisational Position/Virtual Team/Collaboration

The role of Change Manager reports directly to the Chief Partnerships & Transformation Officer and has a very strong working relationship with PMO personnel, Project Sponsors and other key business stakeholders from other business units.



## Key Relationships

- Internal**
  - PMO personnel
  - Project Sponsors
  - Project Managers
  - Business stakeholders
- External**
  - Origin IT
  - FB Service Centre

## Key Outcomes

1. Creating and supporting the establishment of a common change management practise across Loyalty NZ to serve and support the successful delivery of change initiatives.
2. Effectively leading the change management activities for projects and other initiatives to successfully deliver a comprehensive change management approach.
3. Providing implementation advice to project team members, business stakeholders and senior executives on change roll-out issues.
4. Providing regular and meaningful reports on the delivery of change management plans within projects and programs of work.
5. Leading a lean change management cycle by applying agile and lean start up principles to change.
6. Understanding the organisational culture and determining how to help facilitate change across the organisation.
7. Effectively facilitating workshops to enable consultation with stakeholders to develop and implement a change management plan to provide the strategies that can be applied to understand and manage the impact of the change on Loyalty NZ.
8. Working with stakeholders to identify the interest, concerns and issues.
9. Ensure adoption of the change with all stakeholders.
10. Communicate all change effectively.
11. Actively promoting trust and close co-operation between teams to promote ongoing visibility.
12. Identify training requirements.
13. Identify, analyse and prepare risk mitigation tactics. This includes identifying and managing anticipated resistance.
14. Integrate change management activities into project plans.
15. Evaluate and ensure user readiness.
16. Track and report issues.
17. Define and measure success metrics and monitor change progress
18. Project management
19. Incident management

*Note: These duties may change from time to time to meet operational or other requirements*

## Health & Safety

All of our people have a responsibility for their own and others safety and wellbeing. This includes following all safety and wellbeing procedures and instructions, including reporting hazards, incidents and accidents and participating in safety and wellbeing initiatives and programmes as required.

## Working environment

1. Open plan layout and moderate amount of noise that goes with it
2. Very little if no travel required
3. Standard office equipment

## Delegations of Authority

Capital Expenditure:	N/A
Operational Expenditure:	N/A
Authorisation to Hire:	N/A
Authorisation to sign Contracts:	N/A

## Responsible for

Number of Staff:	0
Budget:	\$0
Revenue:	\$0

## Appraisal and Performance Criteria

Formal appraisal will occur at least annually or more frequently when performance plans are re-negotiated. Performance will be measured against the performance plan negotiated at the beginning of the reporting period and against the other responsibilities identified above.

This job is being carried out successfully when all responsibilities are being met.

## Person specifications

### Qualifications

- Essential:**
- Change Management Certification i.e. Lean Change Agent, Leading SAFe, Lean Change Management
- Preferred:**
- Experience as a senior change management professional

## Experience & Knowledge

**Essential:** 5+ years' experience driving and delivering change initiatives

**Preferred:** Experience and knowledge of change management principles, methodologies and tools

An in depth understanding of how people go through a change and the change process

Familiarity with project management approaches, tools and phases of the project lifecycle

### **The ideal candidate will have:**

- Exceptional communication skills, both written and verbal
- Be self-starting and self-managing
- Ability to develop, maintain, and strengthen partnerships with stakeholders – influencing stakeholders and take them with you by showing the positivity of the changes in place
- Acute business acumen and understanding of organisational issues and challenges
- Ability to deal effectively with pressure, ambiguity, and emerging conditions, and multiple tasks