

Genus Job Description

Job Title	IT Change Manager	Job Family	Information Technology
Job Code		Job Grade	P4

Summary

The IT Change Manager will manage the GenusOne optimisation programme and other related change activities. The major task of the Change Manager is to ensure a high-level of employee uptake of the new system and related processes, ensuring we can deliver the business case. This job is all about efficient communication at all levels; the role holder will work at all levels within Genus.

Direct support and coaching of those involved in the front line of managing the new projects is a core activity, requiring excellent inter-personal communications skills. The ability to influence employee and management resistance to change is a key requirement. Key focus areas are marketing the programme, communications, impact analysis and resolution, identifying key stakeholders and change agents and coaching and supporting them, coordinating end-user training activities, measuring outcomes against the business case and recommending corrective action and working with business managers to identify organizational and process changes and helping them to make the changes.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Working with Business Subject Matter Experts - IT Business Analysts and third-party consultants, assesses the change management implications of the new business design – process, policy and organizational.
2. Prepares the business for change - ensures business process and working practice changes resulting from the implementation of the system, are communicated and understood by all users, and that each business unit is sufficiently prepared for the impact of the system.
3. Coordinates all end-user training activity including the production of training material, success criteria and training events.
4. Ensures business preparation and readiness activities are completed.
5. Takes an active role in transition management – ensures business as usual is maintained during the transition and the changes are effectively integrated into the business.
6. Assesses organizational risks and readiness and provides proposed remediation steps as needed.
7. Provides broader strategic communication and stakeholder management.
8. In conjunction with SME's, plan and manage change programmes within the business.

Genus Core Behaviours / Competencies

Customer impact: builds strong, profitable, sustainable customer relationships, anticipating and exceeding customer expectations to increase demand for services and products in order to build loyalty.

Managing external environment: anticipates and responds quickly to environmental changes for the benefit of the business and customers, through strong external networks and deep understanding of the markets.

Execution Orientation: Drives to set ever higher standards and achieve results through determination, resilience and commitment. Develops solutions to enhance the service offering and drive continuous improvement.

Setting Direction: develops simple, deliverable plans based on pragmatic new thinking, ideas or concepts. Assesses accurately commercial risk and return.

Change management: Champions, leads, support or embeds change to improve things. Communicates well and helps others by overcoming barriers.

Analysis and Decision Making: Analyses opportunities and problems thoughtfully and thoroughly to make good and timely decisions.

Team Mobilisation: builds high performing diverse teams, investing resources effectively. Recruits, develops, motivates and retains talent by setting stretching goals and developing capability of self, team and organisation.

Collaboration: 'One team' approach – gains commitment to strategic vision and goals. Builds and maintains networks and relationships, sharing knowledge and experience, delivering on commitments.

The following are qualities that are the foundations on which Genus team members work:

- Integrity
- Honesty
- A desire to work to make a difference in the communities & countries that we work in
- Delivery on commitments – do what you say you are going to do
- Alignment with the business goals and values
- Interprets internal or external business issues and recommends best practices
- Solves complex problems; takes a broad perspective to identify innovative solutions
- Works independently, with guidance in only the most complex situations
- Due to specialized knowledge, typically leads teams/projects with moderate resource requirements, risk, and/or complexity
- Leads others to solve complex problems; uses sophisticated analytical thought to exercise judgement and identify innovative solutions
- Communicates difficult concepts and negotiates with others to adopt a different point of view

Person specification

- Ability to think and operate globally and challenge the status quo on existing processes and assumptions.
- A self-motivated team player with strong leadership skills.
- Ability to work effectively in remote, multi-discipline teams
- Proven communication skills with excellent oral and writing skills and the ability to communicate in an organised and concise manner.
- Working knowledge of a system development and implementation methodology.
- Works in a collaborative fashion, elevates team results over individual results.
- Ability to operate and communicate at all levels in the organization.
- Proficient in using Microsoft Word, Excel and Power Point is essential. Knowledge of Microsoft Project and Visio is desirable.
- Ability to travel domestically and internationally.

Essential Functions include the following. Other duties may be assigned.	% of Position
Define change management plan and align with strategy and change framework	5
Facilitate Change impact assessment	10
Conduct a Stakeholder Analysis for the programme/projects	10
Develop communication plans and create materials across all workstreams – video, written, management briefing packs, SharePoint	15
Create a training plan to execute the training approach	10
Managing the design, development and deployment of training materials supported through the impact analysis exercise	15
Ensure Organisational development plans are in place: right job, right place, right time	10
Change management analysis – process mapping, activity analysis, organization development/design, change transition	10
Track completion of all change deliverables	10
Support the needs of the business around change administrative activity where needed e.g. Genus University	5

Requirements

Travel	Flexible to suit the needs of the business.
Education	Degree-level education
Licenses/Certifications	Change management certificate
Experience	Significant experience of large-scale systems implementation as a change manager Good working knowledge of ERP-type systems Ideally experience of deploying systems in multiple countries Experience of working in a global business
Other	

The above position description is intended to describe the general content, identify the essential functions of, and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.