



## Job Description

JOB TITLE	<b>Change Management Specialist</b>
LEVEL/BAND	<b>MM22</b>
DEPARTMENT	<b>Strategy &amp; Marketing</b>
DIRECT REPORT (JOB TITLE)	<b>Head of Business Transformation</b>

### Overall Purpose of the Position

Responsible for leveraging the customers' data with the objective to:

- To support its growth strategy and vision, as part of the Business Plan 2019-21, the Bank has embarked on a business transformation that aims to offer a simpler and more personal customer journey/experience, while at the same time deliver operational efficiencies.
- Having in place a Corporate Culture that brings together the ethos of the Bank and that will encourage innovation, team spirit, openness, ownership, customer centricity, respect, collaborative and agile mindset is seen as a key success factor of its transformational journey.
- The Change Management Specialist will recommend and lead the implementation of a Change Programme and develop the set of tools to ensure the definition and development of such a culture (communication of the strategy, vision, mission & values, engagement/ secure buy-in at all levels, report/communicate on progress made, address disengaged cases).

### Main Roles and Responsibilities

- *Develop and implement a change programme*  
Define the objectives, steps and key milestones including processes and tools to maximise across the Bank the communication, understanding, buy-in and adoption by the teams of the new strategy. Ensure the Bank's values are embedded into each action and decision the teams do/make.
- *Engage with the teams and help leaders to lead change within the organisation*  
Identify within the Bank, "change agents" who will have the responsibility to spearhead the change programme through the organisation, provide them with the adequate coaching, tools and support. This will apply to all levels within the Bank, from front line and back-office teams to Board of Directors.

- *Develop the communication tools to support the change*  
Coordinate with internal (Human Capital and Marketing Departments) / external resources (marketing agencies, consultancies) on the design and production of communication/engagement tools leveraging all channels (internal newsletter, town hall meetings, social networks, etc.).
- *Assess the change impact, apply corrective measures*  
Set up the monitoring tools to evaluate engagement of teams towards the Bank’s strategy and adoption of the new set of values. Conduct impact analyses, identify and prepare risk mitigation tactics, address resistance, assess change readiness and implement corrective measures.
- *Join forces with the Training team*  
Provide input, document requirements and assistance in the design and delivery of training programmes that will support the establishment of the Bank’s strategy and values. This includes, beyond bespoke training on “agile mind-set”, “living the values” and “project management” the leveraging of the existing induction training for new entrants, PDR/competencies, Managers training, etc.

### General Responsibilities

- Ensure compliance with Bank’s policies, guidelines and underlying procedures at all times.
- Assist the line manager to monitor and report progress of implementation of the various initiatives / projects.
- Perform any other duties that may be assigned from time to time.

### Qualifications, Skills & Competencies

	SKILLS	EXPERIENCE	QUALIFICATION
<b>MANDATORY</b>	<p>Excellent execution skills with agile mind-set</p> <p>“Networking” animal</p> <p>Influential, strategic and forward looking with a holistic approach</p> <p>Assertive and self-confident</p> <p>Excellent verbal and written communication skills</p> <p>Analytical, troubleshooting &amp; interpersonal skills</p> <p>Computer literate and conversant in MS Office applications</p> <p>Reliable, organised, and meticulous</p> <p>Assimilate to APS Bank’s values – Excellence, Authenticity, Passion, Inclusivity and Contemporary</p>	<p>Experience (minimum 5 years) in communications and change management principles, methodologies and tools with tangible results</p>	<p>University Degree, ideally in communication, organisational behaviour, HR or psychology</p>
<b>DESIRABLE</b>	<p>Be team player while still being able to work independently when needed</p> <p>Committed to self-development</p>		