

This is us. Where **care and performance** matters.

Business Change Manager

Business Area: Transformation Office **Reports to:** Senior Manager Change Practice **Location:** Auckland or Wellington

Role purpose

- This role will design and deliver best fit change management strategies and initiatives to ensure our people, customers and partners are Ready, Willing and Able to adopt and sustain changes to achieve expected outcomes and benefits.
- This role works closely with stakeholders across the business to manage their change journey, including coaching them in their change role and building their change management skills / experience to help Kiwibank build best practice change management capability across the organisation.
- This role will also work closely with the Transformation Change and Communications team members to ensure best practice tools and templates are used as well as understanding the change landscape of the enterprise, eg. awareness of what other changes are active across our portfolios of delivery and working with others where there are dependencies and/or opportunities to collaborate and align.

Responsibilities

- Work with the project and business stakeholders to build, socialize and execute a 'right size' change strategy and plan according to the change challenge.
- Develop and manage the consistent delivery of the change management plan, ensuring change activities stay within timelines and are delivered to the appropriate quality standard.
- Develop comprehensive ways of leading the change management effort through all stages of the project lifecycle, with reference to identifying, investigating and resolving relevant change risks/barriers.
- Ensure the change gap is impact assessed and all impacts are rated, have clearly defined mitigation actions and are tracked to completion.
- Develop a stakeholder analysis and management strategy, ensuring that all project / change owners and project team understand their role in managing stakeholder journeys.
- Profile impacted user groups and determine appropriate sustainable change strategies for each impacted group.
- Work with impacted stakeholders to develop change adoption plans and/or benefit realisation plans.
- Design and deliver change readiness journeys including responsibility for communications, education initiatives, training and capability development planning.
- Develop best fit change and business measures to ensure stakeholder readiness is reportable. Include business readiness measurement into the overall governance structure for the project/program /change initiative.
- Ensure change adoption is planned and monitored, this includes participation in post implementation reviews to ensure successful outcomes.

Skills and experience

- Demonstrated experience in change management delivery from scope to adoption review.
- Ability to influence individuals and groups to drive business outcomes while developing and motivating individuals.
- Planning, cost, quality, progress reporting and time management skills.

- Ability to establish and maintain trust and strong positive relationships to enable highly effective cross-team collaboration.
- Proactive and self-motivated with an ability to be flexible, adaptable, and collaborative with the Change Team, Transformation Office and Project Team(s).
- Commercial acumen.
- Ability to operate independently and as part of a group.
- Good analytical and problem-solving skills to solve complex issues.

Ngā Kauwaka | This is our Culture

Ngā Kauwaka are vessels that carry the knowledge and mindsets that prepare, enable, and inspire us all. We have four kauwaka, each holding a different mindset that will enable us to deliver on our Purpose of Kiwi making Kiwi better off and our ambition to be Customers' 1st choice.

Ka tāmata i a tātou | **A place to belong – This is the freedom to succeed**

Me Māia | **Rise to the challenge – This is a restlessness to perform**

Tapatahi | **Better together – This is an unstoppable team**

Ngā Kiritaki | **Customer at the heart – This is passion for those we serve**

You'll also be a great team player, recognising that the nature of your role will evolve with our business.

You'll actively play a part in the health and safety of yourself and those around you.

Certified



Corporation



This is Kiwi

