

So you need temporary staff.....

Change Manager

At Sandar we provide contract *Change Managers* to help businesses meet new business goals and implement their business plans.

Change Managers are brought on board to: accelerate benefits realisation, provide operational assurance, develop business readiness, and ensure executive alignment.

The Change Manager plays a key role in helping projects (change initiatives) meet business, schedule and budget objectives. This person focuses on the people side of change - including changes to business processes, systems and technology, job roles and organisation structures. The primary focus is creating and implementing change management plans that minimise employee resistance and maximise employee engagement. The Change Manager works to drive faster adoption, greater ultimate utilisation and higher proficiency on the changes impacting employees in the organisation so that business results are achieved.

The Change Manager acts as a coach for senior leaders and executives in helping them fulfil the role of change sponsor. The Change Manager supports the project teams in integrating change management activities into their project plans. Finally, the Change Manager provides direct support and coaching to front-line managers and supervisors as they help their direct reports through transitions.

Change Manager - Typical Role

- Apply a structured change management approach and methodology for the people side change caused by projects and change efforts.
- Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Identify potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address the concerns.
- Conduct readiness assessments, evaluate results and present findings in a logical and easy-to-understand manner.
- Develop a set of actionable and targeted change management plans – including communication plan, sponsor roadmap, coaching plan, training plan and resistance management plan.
- Support the execution of plans by employee-facing managers and business leaders.
- Be an active and visible coach to executives leaders who are change sponsors.
- Create and manage measurement systems to track adoption, utilization and proficiency of individual changes.
- Design performance indicators and use them to track and report on progress.
- Identify resistance and performance gaps, and work to develop and implement corrective actions
- Create and enable reinforcement mechanisms and celebrations of success.

- Work with project teams to integrate change management activities into the overall project plan.
- Work with communication, systems, training, HR, OD and business specialists in the formulation of particular plans and activities to support project implementation.

Change Manager - Qualities

- Strong organisational skills
- Knowledge of overall business practices - what changes impact other areas of the business.
- Emotional intelligence
- Resilience in the face of objections and negativity
- Resistance management
- Coaching skills

Change Manager - Competences

- Takes a structured and effective approach to their own work and demonstrates leadership.
- Is able to analyse, diagnose, design, plan, execute and evaluate work to time, cost and quality targets.
- Exhibits thorough familiarity with business methods, procedures, tools, equipment and standards.
- Is able to apply EQ in making the correct choices from alternatives and then act to implement those decisions in a timely way..
- Is able to communicate effectively, both orally and in writing, with clients, customers, colleagues and subordinates.

Change Manager - Typical Experience

- Preparation of initial business impact assessment statements.
- Implementation of complex legislation, processes and compliance.
- Engagement with a wide range of personnel from 'C' level Executives to shop floor personnel.
- High level negotiation skills with stakeholders and union representatives.
- Facilitation of workshops for management, stakeholders and staff.
- A track record of effectively delivering a successful CM programs either individually or as part of a team.
- A thorough knowledge of company structures and the role and importance of each business unit/department.
- Exposure to various methodologies and systems.
- Definition of business requirements for new systems modules.
- 10 years + in medium to large scale change projects.