
POSITION TITLE:	Change Manager
PEOPLE LEADER:	Head of Business Change
TEAM:	Digital Business, Tauranga

At Craigs (CIP) we are focused on helping our clients to achieve their financial goals and grow their wealth. We believe that where a client's financial future is concerned, our people are fundamental to achieving this. Our collective skills, knowledge and commitment means that we can provide the best possible outcomes for our clients.

The purpose of this position is to help drive and successfully facilitate the delivery of business change as a key member of the Digital Business team. The Change Manager's primary responsibility will be to develop and implement a change management plan and define strategies to maximise the successful implementation and adoption of business change across Craigs Investment Partners' (CIP). They will play a key role in ensuring projects and change initiatives meet CIP strategic objectives on time and on budget, and that standards and change policies are clearly defined throughout the entire process of each project's development and execution.

Reporting to the Head of Business Change, this role will work closely with Business Analysts and Project Managers while partnering with business heads to drive faster adoption, higher utilisation and proficiency with the changes that impact CIP's employees.

WHAT I DO

Develop fit for purpose Business Change Management Approaches and plans for assigned projects / initiatives, aligned to the Craigs BCM Framework. Responsibilities include:

- Change Analysis: Conduct comprehensive analyses of proposed changes within Craig's Investment Partners, assessing their impact on processes, systems, and people. Support organisation design and definition of roles and responsibilities as required. Identify potential resistance points and develop strategies to effectively address them.
- Change Planning: Collaborate with the Head of Business Change to create robust change management plans, encompassing communication strategies, stakeholder engagement, training plans, and risk mitigation strategies. Align these plans with project goals and timelines. Ensure the change plans are integrated into the organization culture and processes to ensure long-term success.
- Communication Strategy: Work closely with communication teams to design and execute effective communication strategies. Craft clear and consistent messaging to convey essential information related to changes to various stakeholder groups. Communicate effectively with employees at all levels of the organization to ensure a clear understanding of the change and its impact.

- Stakeholder Engagement: Identify key stakeholders across all levels of the organization, building relationships and fostering open lines of communication. Gather feedback, address concerns, and ensure a shared understanding of change objectives.
 - Training and Development: Partner with training providers to design and deliver impactful training programs that equip employees with the skills and knowledge needed to navigate changes successfully. Continuously evaluate training effectiveness and make improvements.
 - Resistance Management: Recognize potential sources of resistance and devise proactive strategies to manage and mitigate resistance throughout the change process. Offer guidance to managers and leaders in addressing employee apprehensions.
 - Metrics and Measurement: Collaborate with the Head of Business Change to establish measurable metrics that assess the progress and impact of change initiatives. Regularly analyze adoption rates, employee sentiment, and relevant data to drive informed decision-making.
 - Continuous Improvement: Solicit feedback from stakeholders and project teams to refine change management strategies. Stay informed about industry best practices and integrate them into the organization's change management approach.
 - Cross-Functional Collaboration: Collaborate with project managers, P&P team, IT, and other stakeholders to ensure a holistic and coordinated approach to change implementation. Foster collaboration and maintain consistent communication.
- Support the Head of Business Change with Implementing coaching plans, providing input, documenting requirements and support the design and delivery of Change Management related training programs
 - Implement and maintain robust change management processes and tools to ensure the efficient delivery of changes for assigned projects / initiatives
 - Ensure coordination of change management related resources (BCM Coalition partners) for assigned projects / initiatives, to ensure completion of relevant deliverables.
 - Ensure thorough handover from the project to BAU teams so they are well positioned to realise the business benefits of the delivered change and maintain the outcomes going forward.
 - Embody and promote a culture of change across CIP, ensuring all project teams and employees are engaged and have clarity of purpose and responsibility in their contribution to the realisation of CIP's strategic objectives.

STRATEGY

- Provide input and guidance to the CIP Business Change Management Playbook and Framework
- Provide input and guidance for the communication of the CIP Business Change Management Playbook and Framework to parties whose work should be guided by these objectives.
- Maintain a high level of industry knowledge & awareness of operational innovation. Apply this knowledge to ensure the best long-term operational outcomes for CIP.

LEADERSHIP

- Foster meaningful working relationships with other department heads and managers.
- Provide guidance, coaching and feedback for team members, assisting team managers in dealing with problems or issues with clients, staff, external parties, to ensure a client focused approach.
- Support a positive team culture, fostering principles of excellence with engaged employees.

GENERAL DUTIES AND RESPONSIBILITIES

- Operate within the parameters of the NZX rules and regulations, relevant legislation and CIP procedures and policies.
- Maintain a high level of competence with Craigs Investment Partners' systems.
- Follow company policy and process to ensure client information is protected against loss, unauthorised access, use, modification or disclosure.
- Maintain the core competencies as set down by the Company from time to time.
- Complete all Company educational requirements as required for the role as set by the Company.
- At all times follow Company prescribed administrative processes and policies, including use of supporting systems.
- Act professionally, ethically and work co-operatively and constructively within the framework of the Company structure.
- At all times act with integrity and treat clients fairly and respectfully.

Any other tasks as requested by your manager.

WHAT I VALUE



At Craigs, we pride ourselves on creating an environment where our people feel they belong and can bring their best self to work and feel valued. We grow as a team and with our clients and are always looking to support our communities – both internal and external. Our values build the foundation of how we work and how we provide great outcomes for our people and clients.

WHAT I BRING

Qualifications	<ul style="list-style-type: none"> • Qualification in change management is strongly desirable • A relevant tertiary business qualification is desirable
Knowledge and Experience	<ul style="list-style-type: none"> • 5+ years in a change related role within a similar sized organisation • Sound knowledge of change management functions • Experience in designing and delivering change workshops. • Significant experience developing complex or interdependent change management plans, identifying change impacts, developing change interventions, monitor changes and reporting. • Previous experience in working in/with key change partners (e.g. People Development, Communications) to understand roles and responsibilities in the change process. • Experience working with external/client facing stakeholders. • Good knowledge of the Fintech/wealth tech industry and ongoing awareness of important events in the industry relevant to CIP
Key Skills and Attributes	<ul style="list-style-type: none"> • Good understanding of change management principles, techniques & tools. • Experience with large-scale organisational change efforts. • Effective relationship management with the ability to work with/influence and negotiate with key stakeholders, understanding business requirements and formulating these into project change deliverables • Excellent conflict resolution and negotiation skills. • Excellent communication skills, with the ability to communicate effectively at all levels of the business, leading meeting and conducting presentations as required. • Strategic thinker, innovative with commercial / business acumen, commercial and risk-based approach • Able to cope with pressure. • Commitment to drive quality improvements across the firm. • Team player & able to collaborate with others. • A proven ability to plan and deliver change, meeting tight delivery timeframes and costs targets without compromising business requirements