

Job Title: Manager, Change Management

Job Type: Full-time, permanent

Reporting to: VP, Change Management

Summary:

The Manager, Change Management will be responsible for supporting the VP, Change Management on a variety of projects across the business including strategic planning and optimization and efficiency gains. These initiatives involve cross-functional teams and contribute to the overall strategy and direction of Bennington and support Senior Executive decision making, while also considering financial implications of any strategic changes made. The incumbent will use their analytical abilities to provide both qualitative and quantitative input supporting the development of recommendations for Senior Management. They will establish and define business requirements, conduct impact analysis, assess change readiness, identify, and manage anticipated resistance and risks, and assess the changes needed for each initiative to succeed. They will continually prioritize solutions focused on best practices for both the internal and broker user experiences while remaining cognizant of the costs and Return on Investment of each initiative.

The Manager, Change Management must have a very strong attention to detail and work well under pressure and tight deadlines. A positive attitude with the ability to thrive in both in a team environment as well as working individually is crucial. They must be organized, accurate and be able to prioritize. Strong written and oral communication skills are crucial to succeed in this role.

In addition to the above, responsibilities will include:

- Facilitate successful delivery of projects to support Bennington's ongoing needs to scale the business and find efficiencies
- Define, build, measure and report on success metrics (KPIs)
- Monitor change progress and provide status reporting
- Facilitate requirements gathering sessions
- Other duties as assigned

Main Activities:

Business Process Reengineering (40%)

- Review business processes to identify opportunities to improve process flows and realize efficiencies, clearly document current state, and make recommendations for future state
- Conduct analysis of the financial impacts of reengineering how processes function
- Engage key resources to ensure stakeholder engagement is achieved

- Assist in the creation and ongoing management of an inventory of all processes and subsequently building an ongoing review cycle
- Assist in the development of scorecards and other tools to measure success of process improvement initiatives
- Support a culture focused on service, continuous improvement, and performance measurement and metric management

Management of business projects, business analysis and problem solving (40%)

- Lead projects that support the continuing growth of Bennington as a leader in our industry
- Use quantitative methods (i.e. Excel & Power BI models) to develop insights that support decision making and the expected ROI and impacts to the bottom line
- Lead the development of business cases for new opportunities – manage the collection of data, communication of findings and support on follow-up
- Contribute to the brainstorming, structuring and problem-solving process for a range of strategic and tactical business topics (e.g., growth, pricing, NIX, operational efficiency, etc.)

Strategy development and execution (20%)

- Closely support the VP Change Management in the annual enterprise-wide strategic planning process, from initial brainstorming and required supporting analysis, through to development of presentation materials
- Drive the on-going improvement and management of the Strategic Planning and OKRs processes at both a corporate and departmental level
- Present key insights and recommendations based on self-conducted research and data analysis

Knowledge/Skill Requirements:

- Demonstrated track record of reengineering business processes and driving adoption across an organization/department
- Experience managing functional processes and policies and/or projects
- Proven track record of leading projects to successful completion
- Strong analytical skills will be required in this role and the ability to work with large amounts of data
- Expertise in building, modifying, and running excel based business scenarios. Power BI experience is considered an asset.
- Experience synthesizing analyses and preparing power point presentations for Senior Management
- Experience, confidence, and maturity managing external stakeholders at all levels
- Effective consulting skills along with the ability to positively influence others in a desired direction to achieve identified outcomes
- Comfort interacting with all levels of the organization, including senior management
- Expert use of MS Office (Word, Excel, Project). Advanced PowerPoint skills is considered an asset.
- Strong attention to detail and time management skills



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- Experience using SharePoint is considered an advantage
- Experience managing a team is also considered an advantage

The role may require occasional meetings outside regular business hours to facilitate meetings with vendors in different geographic locations.

Qualifications:

A University degree with a Business background is required. Candidates should have experience in a Change Management Role (preferably in a fast-paced financial services organization). They should also have 5-10 years' experience in roles with increasing responsibilities and leadership.

PMP Designation / PROSCI Certification is an asset. A post-graduate degree would also be considered an asset.