

## **Lead Specialist: Organisational Development & Change Management**

Our client a leading internationally recognised Commercial Bank within the public sector space is recruiting for a Lead Specialist: Organisational Development and Change Management to work at a group level, In collaboration with the Group Executive: Human Capital, HC Management Team, Corporate Strategy and relevant Stakeholders

### **Key Performance Areas**

#### **A. Organisation Development & Culture**

1. Develop and implement an Organisational Development (OD) Strategy / Framework for the bank to foster a culture of collaboration, high performance, learning, and continuous improvement.
2. Translate the OD strategy content into tangible initiatives/processes in support of the organisation's strategic objectives and goals.
3. Develop and implement culture and value alignment processes to improve cultural collaboration and the support of the business mandate, strategy and goals.
4. Provide or develop diagnostic tools, e.g., employee survey, performance review, and HR metrics in the establishment of a prudent organisational development enabler
5. Use behavioural science to design and deliver change, workforce transitioning, focusing on culture, values, capability, behaviours, relationships and ways of working.
6. Leverage organisational diagnostic tools such as culture surveys, employee engagement surveys, etc. and develop a comprehensive plan to facilitate behavioural and other change to achieve corporate and individual objectives.
7. Identify trends in the culture and employee engagement surveys feedback and work with business leadership team to develop and implement action plans to drive the right culture and improve employee engagement.
8. Promote the collaboration and integration of organisational effectiveness and change management within business through education, awareness, partnership and consultation with stakeholders.
9. Initiate, support and facilitate endeavours to enhance a purpose driven culture through interventions based on effective application of performance management system, talent and succession management process and development plans.

#### **B. Change Management**

1. Develop and implement change management methodologies / frameworks to adopt a structured approach to change management of various corporate initiatives/projects in the organisation.
2. Formulate change management approach(es) to evaluate the impact of the change(s) in the organisation.
3. Facilitate the conducting of impact analyses and readiness assessments, change characteristics assessment, stakeholder analysis (including key stakeholder tracking) and develop a customised strategy and approach for identified bank-wide initiatives/projects.
4. Provide the appropriate change management diagnostic tools to business to deliver each change initiative for their areas of responsibility means to ensure that the change is fully embedded as intended.
5. Work with business to create broad-scale and targeted internal-based communications, training strategies and associated materials with the aim of conducting briefings and/or communicating new initiatives and systems and drive change management.
6. Work closely with project teams to develop stakeholder outreach and engagement efforts to ensure awareness, understanding, buy-in, and support.

#### **C. Organisation Design**

Work with external service providers, business and human capital to:

1. Develop fit-for-purpose operating models, structures, frameworks, systems and metrics that are best fit between the organisation and its context that will deliver maximum agility, flexibility and responsiveness, now and going into the future. Assist the organisation to understand their current state and work towards an imagined or desired future state, identifying issues/constraints, opportunities, implications and effectively supporting and facilitating people, teams and the organisation through change putting the organisation on a suitable strategic trajectory.

2. Translate the organisation's strategic intent and business goals into focused work units (divisions, clusters or units); day-to-day workflows and modes of working and the requisite levels of work with well-defined work roles with clear distribution of responsibilities, accountabilities and authority.
3. Integrate activities seamlessly between organisational units, teams and individuals, resulting in an integrated strategic thrust and response by the organisation.
4. Create greater economies of scale and cost efficiencies through effective workforce planning
5. Enable optimal resource allocation and deployment.
6. Continuously review the organisational and divisional strategies, understand and provide guidance on the organisational/structural implications required to deliver the strategies.
7. Provide key advisory and support role to the Divisions/Units and Human Capital Team in the field of organisational diagnostics, organisational design and structures.

#### **D. Projects & Reporting**

1. Participate in the design and deployment of broader Human Capital Projects, amongst others, in the area of Organisational Design, Performance Management, HC Systems, Talent Management, Learning & Development, Recruitment, etc. in terms of the correlation / integration / development and alignment of Remuneration & Benefits.
2. Prepare management proposals, presentations and reports for Human Capital, Divisions, Executive Committees, Boards & Stakeholders.
3. Perform other Human Capital duties as assigned.

#### **E. Key Measurements of Outputs**

1. Approved and successful implementation of organisational development and culture frameworks/strategies.
2. Approved and successful implementation of organisational design and structures.
3. Approved and successful implementation of change management methodology and tools for the bank.
4. Embedded espoused culture of the business in the organisation
5. Quality of documents, presentations and reports.
6. Positive feedback from Business, Exco & Board Committees
7. Clean audit

#### **Stakeholders**

1. GE: Human Capital & Management Team
2. Executive Management & Heads
3. Audit
4. External Service providers
5. Private and Public Sector entities

#### **Qualifications and Experience**

1. Relevant Master's degree and psychologist designation
2. Management Experience is a Must
3. Professional membership with the Health Professional Council of South Africa (HPCSA)
4. Change management certification
5. Proven 7 - 10 years' work experience as a Senior Organisational Development Specialist.
6. Generalist Human Capital experience at a Senior Management level.

7. Experience working with senior leadership in medium to large size companies.
8. Demonstrated experience of a similar role gained in a related industry preferably in the Banking/Financial Sector.
9. Demonstrated experience in leading change management initiatives in an organisation.
10. Proven experience in organisational design, job analysis, job evaluation and grading.
11. Demonstrated knowledge and use of project methodology.
12. Demonstrable ability to use of the Microsoft Office at an expert level (MS Projects, Excel, PowerPoint, Word & MS Outlook)
13. Good understanding of South African employment legislation.
14. Experience in preparing project/programme progress reports and presentations for various stakeholders (Units, Divisions, Steering Committees, Exco and Board)

**Desirable**

1. **Experience as a Human Resources Executive**
2. Ability to use HC SAP

**Applications close on 4 November 2022**

If you meet all the requirements and apply to [marchelleh@pinpointone.co.za](mailto:marchelleh@pinpointone.co.za)