

Change Manager

We are seeking an innovative and results-driven Change Manager to drive and embed strategic transformation initiatives across the bank. This role is pivotal in ensuring smooth adoption of change, fostering a culture of agility, and maximizing business benefits. The ideal candidate will have strong leadership, stakeholder management, and change execution capabilities to support the bank's transformation journey.

Reporting to: Chief Transformation Officer (CTO)

Job Purpose:

The Change Manager will play a pivotal role in driving and embedding all changes across Family Bank. As a strategic change agent, they will be responsible for managing change for all strategic initiatives and ensuring that the bank's strategic transformation journey and all other change projects are clearly communicated and seamlessly integrated into the organization's culture and operations. This role will involve close collaboration with senior leadership, project teams, and key stakeholders to enhance change adoption, minimize resistance, and accelerate business benefits realization.

Key Responsibilities:

Change Strategy & Governance

- Develop and implement a structured change management framework aligned with the bank's transformation agenda.
- Define success metrics and regularly measure the effectiveness of change initiatives.
- Provide expert change management advice to the CTO and leadership teams on all transformation-related matters.
- Champion a culture of continuous improvement and agility in response to evolving business needs.

Change Communication & Stakeholder Engagement

- Ensuring clear, consistent, and timely communication of changes.
- Develop and execute a robust communication plan that ensures stakeholders at all levels understand the purpose, benefits, and impact of strategic initiatives.
- Work closely with business leaders and department heads to ensure alignment and buy-in for change initiatives.

Transformation & Change Execution

- Lead the development of change roadmaps and action plans to support the implementation of key strategic projects.
- Anticipate and address resistance to change, leveraging proven strategies to drive adoption.
- Facilitate change impact assessments and mitigation strategies for transformation initiatives.
- Partner with project teams to integrate change management activities into the overall project lifecycle.

Capability Building & Change Adoption

- Design and deliver training programs to enhance change management capabilities across the bank.
- Identify and empower change champions within different business units to drive grassroots-level change.
- Conduct post-implementation reviews to assess the effectiveness of change initiatives and recommend improvements.

Strategic Alignment & Business Integration

- Ensure the bank's Strategy is well-articulated and embedded within the organization.
- Support business units in aligning their processes, policies, and behaviors with transformation objectives.
- Provide insights and reports to the CTO on change, progress, risks, and necessary interventions.

The Person:

The ideal candidate must possess the following:

Qualifications

- Bachelor's degree in business, Organizational Development, Human Resources, or a related field. A Master's degree is an added advantage.
- Certification in Change Management (e.g., Prosci, ACMP, Kotter) is highly desirable.
- Minimum of 5 years of experience in change management, organizational transformation, or a related field, preferably in the banking or financial services industry.
- Proven track record of successfully leading change initiatives in complex, multi-stakeholder environments.
- Strong project management skills and experience working with cross-functional teams.

Key Competencies and Attributes

- Ability to influence and drive cultural transformation across all levels of the organization.
- Strong skills in communicating change, building alignment, and securing leadership buy-in.
- Exceptional communication and stakeholder management skills.
- Strong analytical and problem-solving abilities.
- Expertise in change impact analysis, training, and adoption strategies
- Ability to work in a fast-paced, evolving environment with agility and adaptability.

ALL applicants **MUST** apply online to email: recruitment@familybank.co.ke; closing date is **4th April 2025**. Canvassing will automatically disqualify the candidate. Only shortlisted candidates will be contacted.

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