



JOB PROFILE

1. JOB DESCRIPTION

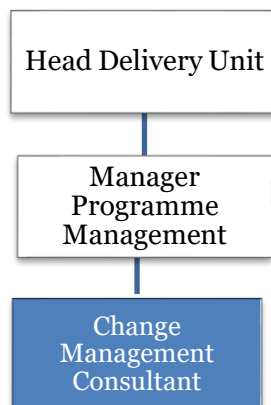
Job Title:	Change Management Consultant
Work Location:	RSL Head Office
Division:	CG's Office
Grade: C2	Last reviewed: September 2021

2. JOB PURPOSE

Responsible for providing change management support to the execution of strategic priorities and projects through proactive stakeholder engagement and communication aimed at bringing organizational effectiveness and mitigating resistance

3. ORGANISATIONAL STRUCTURE

Organizational structure showing the position with two (2) levels above



4. KEY RESPONSIBILITIES

Key Performance Areas	Duties and Responsibilities:
CHANGE MANAGEMENT	<ul style="list-style-type: none">➤ Lead development of and monitor change management plans for effective delivery and sustenance of change initiatives.➤ Conduct workshops to sensitize and educate staff on change management.➤ Advise Management on emerging issues that relate to change to ensure that appropriate and corrective measures are undertaken.➤ Facilitate focus group discussions on specific initiatives for identification of any emerging issues that need attention and resolution.➤ Build capacity of RSL Change Agents to instill and drive change in their respective operations➤ Collect and gather data/information using research, surveys, meetings, focus groups on change and reorganization impact➤ Conduct research into best practices, processes and systems for change management and organizational development.➤ Promote awareness and buy-in of organisational change to mitigate resistance➤ Collaborate with Change Agents to provide support to staff and management during and post change implementation
Reporting	<ul style="list-style-type: none">➤ Provide weekly, monthly and quarterly reports on implementation of sectional initiatives for accountability and performance monitoring.

5. Work Conditions

- Indoor Work
- Meetings
- Beyond normal work hours
- Electronic Mail
- Work from home
- Travelling

6. JOB SPECIFICATIONS

1. Education *(Minimum education level requirements)*

Bachelor 's degree in Human Resource Management / Change Management / Organizational Development or related

2. Experience *(minimum necessary experience required)*

3 years' relevant work experience in Human Resource Management field or Change Management environment

3. Training *(essential training necessary in addition to the above experience to perform the job)*

- RSL business operations
- Service Excellence
- Project Management
- Change Management
- Research skills
- Presentation skills
- Organizational Development
- Emotional Intelligence

4. Generic Competencies

Team Player: willing to work in corporation with others to achieve a common goal

Agility: dynamic and a possibility-oriented thinking

Service Culture: prioritizing customer service in all business activities, decisions and every day operations

Communication: continuous exchange of knowledge, information and ideas in order to clarify, persuade, influence, engage and build trust

Accountability: taking ownership; holding oneself accountable for delivery; leading in action to resolve issues, open to feedback and critique

Change Agent: proactively identifying and driving change in their area; strong change manager

Conflict Resolution: mediate and resolve issues within the team and other stakeholders

Business Acumen: keenness and quickness in understanding and dealing with a "business situation" (risks and opportunities) in a manner that is likely to lead to a good outcome

5. Professional Certification

Any relevant and recognized professional certification (*an added advantage*)

6. Core Competencies

Behavioral Competencies

- Problem solving
- Collaborate
- Decision making
- Communication skills
 - Adaptable
 - Analytical
 - Interpersonal

Functional Competencies (Technical)

- Facilitation skills
- Change Management frameworks
- Communication
- Advocacy /Change Coordinator
- Data Analytics

7. Values

- Assertiveness
- Boldness
- Diversity embracing
- Networked
- Service first
- We care
- Risk taking
- We are responsive

- Shared ownership
- Agility and flexibility with healthy change appetite
- Team-work/ connectedness