

The Change Manager works within the UK Fleet Change Team and is responsible for both owning/leading the definition & implementation of change initiatives originating from within the Fleet Directorate. Working closely with the Fleet directorate and the Operations Change Architect, you will provide expertise & support in definition, design, planning and execution of change initiatives to ensure they balance the trade-off between cost, efficiency & customer experience in their implementation. The Change Manager will ensure that all owned initiatives will follow the defined change principles in terms of Customer Experience and efficiency, and that the business solutions defined meet quality standards. You will work with the Fleet Operations Function to provide relevant expertise into the business and render assistance / consultation to Operations team members when dealing with change and improvement. The Change Manager will develop agreed initiatives that positively impact on the customer experience, profitability of the functions and the simplification of the operational tasks, right first time, in the agreed timescales and to budget.

- Identify and deliver improvement activity across Fleet Directorate, through employing process improvement methodologies, in line with the Change Management principles and approach
- Deliver changes to process, products, and services at any stage of the fleet & customer lifecycle (from Problem/Concept to Live)
- Work with the sponsor to ensure a clear vision and user/customer & system needs are met/in place for delivery
- Work with stakeholders and colleagues, cross functionally, to build a continuous improvement environment and mindset across the organisation
- Support the delivery of better value and greater efficiency through the identification and elimination of waste and unnecessary complexity within our business
- Define requirements and drive process change using staff interviews, data analysis, requirements workshops and other appropriate tools
- Analyse data and evidence to support decisions around improvement
- Carry out process mapping, documenting existing processes and defining future ones
- Put in place measures to test and monitor the benefits to be realised through improvements
- Ensure all projects risks are understood and communicated
- Facilitate workshops to understand true root cause issues and solutions
- When required, act as an advisor to group change teams and initiatives

Desirable Skills:

- Knowledge of Lean/ Six Sigma/ Agile
- Experience and certification in Project methodologies (e.g. Prince2 or APM) advantageous.
- Experience of delivering process improvement activity in a previous role within a service organisation
- Experience of working in a project and/or agile environment, with an understanding of fundamental project management principles
- Excellent communication skills, including the ability to present information effectively to a wide audience and the ability to coach, engage, encourage, and bring along stakeholders at all levels of the organisation.
- Ability to identify and solve problems - using data and identifying the root cause of issue
- Knowledge of evaluation approaches and lessons learned - with the ability to identify the effectiveness of improvements

This is an exciting opportunity to join an amazing and transformational team. To send your CV and apply today.