

<b>JOB TITLE: Implementation Manager (Change)</b>	
<b>JOB SUMMARY:</b>	
<p>The Digital Delivery Support Framework of the Ministry of Digital Transformation (MDT) aims to develop an enabling environment for Digitization Projects in key Ministries, Departments and Agencies (MDAs). The vision of this framework is the central coordination of core and foundational ICT projects across the public sector that collectively advances the country’s digital transformation agenda. The role of Implementation Manager will entail administration of change management practices in compliance with the standards and policies for whole of government architecture to enable digital transformation.</p>	
<b>REPORTS TO:</b>	<b>Subject Matter Expert (ICT)</b>
<b>SUPERVISION GIVEN TO:</b>	<b>NA</b>
<b>KEY RESPONSIBILITIES:</b>	
<ol style="list-style-type: none"> <li>1. Directs digital transformation initiative by administering change management practices in compliance with the standards and policies for the whole of government architecture.</li> <li>2. Coordinates change management plans for projects and/or change initiatives by applying a change management process and tools to create a strategy for support and adoption of the changes required by the Ministry/Department/Agency/Team.</li> <li>3. Performs change readiness bench-marking across Ministries, Departments and Agencies (MDAs) by conducting organizational readiness analysis as well as conducting Current State and Future State assessments related to change and business transformation.</li> <li>4. Determines leadership, supervisor and end user readiness for the digital “Go Live” of relevant initiatives by carrying out further change readiness assessment.</li> <li>5. Leads change management work streams by applying a structured methodology and lead change management activities within assigned Ministry/Department/Agency/Team.</li> <li>6. Identifies and manages anticipated resistance to change by identifying key stakeholders and engage management and staff in the change management process through workshops, focus groups, individual / group consultations and other mechanisms.</li> <li>7. Develops relevant stakeholders to build the change capacity of the Ministry/ Department/ Agency/ Team by designing programs and providing coaching and training to employees at all levels.</li> <li>8. Drives the implementation of Change Management Plans by collaborating with Sponsors, Business Unit Heads and/or Project Team.</li> <li>9. Provides clarity and transparency for all stakeholders/members involved by supporting the development of communications relevant to change initiatives and providing reports and other updates to management and project teams.</li> <li>10. Evaluates the success and impacts of change management initiatives by conducting change impact assessments and defining success metrics and measuring performance against these.</li> <li>11. Manages employee resistance by creating effective strategies and employee resistance plans.</li> <li>12. Drives continuous improvement of change initiatives by identifying risks and developing risk mitigation tactics.</li> <li>13. Assesses and ensures that all changes have been implemented successfully and that the software is being used effectively by conducting post-implementation audits.</li> <li>14. Performs other duties as assigned.</li> </ol>	

<p><b>Knowledge</b></p>	<ul style="list-style-type: none"> <li>▪ Extensive knowledge of change management principles, methodologies and tools.</li> <li>▪ Extensive knowledge and solid understanding of how people go through change and the change process.</li> <li>▪ Extensive knowledge of business acumen and understanding of typical issues and challenges in Public Sector Transformation.</li> <li>▪ Extensive knowledge of managing software implementations.</li> <li>▪ Extensive knowledge and experience with large scale organizational change efforts.</li> <li>▪ Extensive knowledge of change communication strategies and techniques.</li> </ul>
<p><b>Skills and Abilities</b></p>	<ul style="list-style-type: none"> <li>▪ Ability to communicate well both written and verbally.</li> <li>▪ Ability to engage in active listening.</li> <li>▪ Ability to problem solve with root cause identification skills.</li> <li>▪ Ability to work in ambiguous situations and be flexible/adaptable.</li> <li>▪ Ability to be resilient and tenacious with a propensity to persevere</li> <li>▪ Ability for planning strategy and tactics</li> <li>▪ Ability to work as a team play and work collaboratively through and with others</li> <li>▪ Ability to clearly articulate messages to a variety of audiences</li> <li>▪ Ability to establish and maintain high trust working relationships with stakeholders</li> <li>▪ Ability to influence others and move toward a common vision or goal</li> </ul>
<p><b>Minimum Experience and Training:</b></p>	<ul style="list-style-type: none"> <li>▪ Training as evidenced by possession of an Post Graduate Degree from a recognized institution in Business Administration, Change Management, or in any other related field.</li> <li>▪ Minimum of 10 years of experience in a related role.</li> <li>▪ Certification in Prosci Change Management and track record of application.</li> <li>▪ Any suitable combination of qualifications and experience will be considered.</li> </ul>