POSITION SUMMARY

Under the general review of the Director of Enterprise Initiatives, this position independently functions as a Transition Manager and office liaison for large and complex projects (change initiatives) that involve business users from many areas across the agency and impacts both internal and external customers. The Transition Manager plays a key role in ensuring projects meet objectives on time and on budget by increasing employee and stakeholder adoption and usage. This position focuses on the people side of change, including changes to business processes, systems and technology, job responsibilities, and organization structures. The primary responsibility will be creating and implementing change management strategies and plans that maximize employee and stakeholder adoption and usage, minimize resistance, and ultimately further automation efforts. The Transition Manager will work to drive faster adoption, higher ultimate utilization of and proficiency with the changes that impact employees and stakeholders. These efforts will require the incumbent to have excellent knowledge of business requirements gathering techniques in order to effectively analyze how the automation changes will affect stakeholders, systems, and processes.

In addition, the Transition Manager will work directly with the Learning & Development Officer and Human Resources staff in identifying new competencies needed within the business units to ensure future success. These improvements will increase benefit realization, value creation, ROI, and the achievement of results and outcomes.

This position is responsible for working as a liaison between the Office of Enterprise Initiatives and various internal and external stakeholders and will develop communication plans to ensure clear communication of project initiatives and transition plan activities and responsibilities. The Transition Manager will act as a coach for senior leaders and executives in helping them fulfill the role of change sponsor. The Transition Manager may also provide direct support and coaching to all levels of managers and supervisors as they help their direct reports through transitions. The Transition Manager will also support project teams in integrating change management activities into their project plans.

This position requires the incumbent to have strong analytical skills in order to identify business needs and determine an appropriate change management strategy and plan. This includes, but is not limited to, analyzing what is changing, who and how stakeholders will be impacted, and what resources will be needed in order to transition to future state. This position also requires the incumbent to have knowledge of the business rules, principles, practices, and technologies in the business unit(s) impacted by change initiatives in order to meet future business requirements.

GOALS AND WORKER ACTIVITIES

45%   GOAL A: Creation and implementation of Organization Change Management (OCM) strategies and plans to maximize automation objectives

> A.1. Apply a structured change management process and use tools to create a strategy that supports adoption of the changes required by automation projects or initiatives.

> A.2. Lead change management activities by planning the change strategy, communications, and training approaches. Manage the quality of change management deliverables, and in many circumstances be directly involved in the delivery.

> A.3 Support the project team in integrating change management activities into their project plans. This includes creating and maintaining the OCM project schedule.

> A.4. Work closely with cross-functional teams to develop and implement change management plans that include communications, training, and coaching.

> A.5. Define and evaluate success criteria and measures to monitor whether the change is achieving its expected benefits. Provide status reports as needed to stakeholders.

> A.6. Develop and execute a sustainability plan to ensure the change is operationalized and sustained once implemented. Develop processes for troubleshooting, recovering, adjusting, modifying, and for improvements to support minimal interruptions in the ability to carry out critical business activities.

> A.7. Identify staff and other resources required to complete the change and document in the OCM plan, assigning tasks as required.

20%   GOAL B: Evaluation of stakeholder and business operational readiness, potential resistance, and performance gaps to facilitate change from 'current state' to 'desired state'

> B.1. Verify and conduct, as needed, impact analysis to identify the impact of changes to users, key stakeholders, systems, forms, manuals, procedures, etc.

B.2. Support and coach front-line managers and supervisors on how to help their direct reports through transition and adoption of automation efforts.

B.3. Identify potential personnel risks and anticipated points of resistance. Develop specific plans to mitigate or address concerns.

B.4. Conduct stakeholder interviews, analyze needs, and synthesize findings in relation to change readiness.

15%   GOAL C: Provision of support for automation project-related communication efforts

C.1. In collaboration with the Office of Communications and assigned project manager, design, develop, or revise communications to stakeholders to ensure clear communication regarding automation project/initiative goals, timelines, changes, and other related information.

C.2. Develop and recommend delivery schedules, methods, formats, and types of communications to maximize employee and stakeholder awareness and minimize resistance to change efforts and automation objectives.

C.3. Develop surveys to capture business user and stakeholder feedback regarding topics such as change readiness, resistance or areas of concern regarding changes, and post implementation. Summarize and report on findings to the Director and others as needed.

C.4. Support status reporting requirements and timelines by providing statuses of communication activities and following up on past due items with responsible stakeholders.

15%   GOAL D: Provision of training support across the organization to implement area-specific training plans related to automation project initiatives

D.1. Provide input, document training requirements and associated results, and support the design and delivery of training programs.

D.2. Lead and support adoption, training, and knowledge transfer initiatives that support the automation project delivery success.

D.3. As needed provide instruction for classes in areas of expertise and knowledge.

D.4. Recommend new competencies, knowledge, skills, techniques, and behaviors, to the Department's Learning and Development Officer and Human Resources staff, that may be required to successfully perform and sustain future state operations.

D.5. Coach and enable leaders (managers/supervisors) to be change sponsors

5%   GOAL E: Performance of special assignments and professional development

E.1. As outlined in annual training plan, attend training classes and overview sessions. Pursue and recommend additional applicable training as needed.

E.2. Develop up to date knowledge by reading training and change management-related publications.

E.3. Perform other duties as assigned.

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KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of the overall mission and goals of the Department
2. Advanced knowledge of how people go through a change and the change process
3. Advanced knowledge of change management principles, methodologies, and tools
4. Exceptional communication skills, both written and verbal, to a variety of audiences, including knowledge of a variety of effective communication strategies
5. Thorough knowledge of customer interviewing techniques and excellent active listening skills
6. Strong emotional intelligence skills
7. Knowledge of Information Systems (IS) concepts, principles, practices, and techniques
8. Ability to clearly convey technical and non-technical information to a variety of audiences who are not necessarily familiar with it
9. Ability to establish and maintain strong positive and productive working relationships with internal and external stakeholders at all levels
10. Thorough knowledge of influence techniques in order to move others toward a common vision or goal
11. Knowledge of conflict resolution techniques
12. Ability to work in ambiguous situations and remain flexible and adaptable
13. Ability to be resilient and tenacious with a propensity to persevere
14. Ability to look forward with a holistic approach
15. Excellent organizational skills and ability to prioritize
16. Advanced ability to apply analytical skills and techniques to identify root cause, strengths andweaknesses of different approaches, and weigh relative benefits or negatives of various actions
17. Excellent problem-solving skills
18. Ability to be a team player and work collaboratively with others
19. Excellent knowledge of business acumen and understanding of organizational challenges
20. Advanced knowledge of project management approaches, tools, and phases of theproject lifecycle
21. Advanced knowledge of large-scale organizational change efforts
22. Skilled in the use of Microsoft Office and project management software
23. Knowledge of adult training methodologies and techniques
24. Ability to use cloud-based Software-as-a-Service (Saas) (e.g,Salesforce, Cloud-Based Microsoft Office 365, Enterprise Resource Management (ERP) solutions, Box, Amazon Web Services, etc.)
25. Ability to maintain confidential information in accordance with policies, guidelines, and direction from manager
26. Ability to understand and comply with all ETF and enterprise security standards, policies, and processes