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| **Role title:** | Business Implementation Manager | **Responsible to:** | Head of Direct Sales & Service |
| **Division:** | Business Development & Engagement | **Department:** | Direct Sales & Service |
| **Direct Reports and Level:** | No Direct reports | **Scope:** | Business Change across Direct Sales & Service  |
| **Scale:** | Global Change within department of c 170FTE |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 1 | **Role Family** | Business Services |

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| **Overall Role Purpose** |
| 1. To lead implementation of department instigated change
2. Provide change acceptance, coordination and support to initiatives being delivered into DS&S from the MPS Change Portfolio

The role holder will develop a close working relationships with DS&S leadership team and provide support and challenge to senior sponsors and stakeholders within MPS to ensure effective implementation of change, constantly seeking to reduce risk, minimise disruption and ensure benefit realisation. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational** * Support and challenge the development of DS&S impacting initiatives by engaging with senior business leaders to ensure understanding and completion in line with DS&S operational requirements
* Lead assigned DS&S change initiatives which impact MPS global members ensuring delivery to time, cost and quality.
* Ensure readiness within DS&S to accept change and act as the gateway to Projects and Programmes
* Provide input through the project lifecycle specifically for DS&S business readiness and support the project/programme management in managing risks in this area to ensure that the change is delivered successfully
* Support the scheduling of DS&S change activity to create a managed flow which ensures minimal impact to the delivery of Member Service
 | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* Delivery of projects to plan
* Divisional Strategic priorities
* Operational change priorities
* Feedback from stakeholders
 |
| **Financial*** Ensure that all spend is managed within organisation policy reporting on variance to budget to the DS&S leadership team
* Provide support to the project sponsors in developing metrics for business cases where required and benefit realisation as appropriate.
 | * Operational Budget vs Actual
* ROI or Experience measure as agreed with Sponsor
 |
| **Member*** Monitor and provide robust challenge of emerging people risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on the Group, its operation or financial security
* Lead a culture and capability in Lean / continuous improvement to drive operational efficiency and great member experiences and outcomes
 | * Benefit realisation vs agreed business case
* Member Experience Scores
* Net promoter score
 |
| **People*** Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes
* To support the development of DS&S colleagues in relation to change implementation
 | * Delivery of Personal Development Plan to plan
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| **Risk*** Support an environment where all colleagues in DS&S recognise the importance of risk identification and management
* Ensure appropriate business processes and controls are in place to support DS&S implementation activity is within risk appetite; comply with policies and regulatory requirements (as applicable).
 | * Risk & Control Self- Assessments
* Audit Actions
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| **Responsibilities (RACI)** |
| * To support the DS&S leadership team in delivery of their transformation agenda
* To act as an SME for DS&S change acceptance, supporting the change team to ensure that implementation plans include appropriate business readiness activity including (but not limited to) communication, training and process/policy documentation whilst working with the Capacity Planning team to ensure member service levels are maintained.
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
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| **Key Governance Responsibilities** |
| * Adherence to the MPS project governance and delivery methodology
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others |
| Building Capability in Self and Others | Leading Self  |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Others  |
| Commercial and Risk Thinking  | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Detailed understanding of tools, technologies, and practices of change.
 | * Prioritise work and manage multiple activities
* Excellent interpersonal skills - ability to build relationships and engage and influence stakeholders
* Written communication skills.
* Demonstrate attention to detail / accuracy
* Problem solve and make informed decisions using own initiative.
* High-energy work ethic, ability to establish vision, drive change and deliver results.
* Good I.T. skills including Word, Excel, Outlook and Powerpoint.
 | * Significant previous experience in a Business Change role
* Extensive experience of business implementation and benefit realisation
* Experience of Analysis, Project life cycles and

Business case models* Business readiness modelling and implementation
 |
| **Desirable** | * Prince 2
* Lean/Six Sigma
* DMAIC
* BPM
 |  | * Working in a matrix environment
* Working in a contact centre environment
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