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| **Secure Trust Bank Business Change Manager** |
| **Job Level: 5****Career Path: Individual Contributor Technical Expert 2****Core Job Title: Business Change Manager****Reporting To: Senior Operations Efficiency & Outcome Manager** **Location: Solihull, Cardiff, Hybrid** |
| Secure Trust Bank is an established, well-funded and capitalised UK retail bank providing savings accounts and lending services to over a million customers. In 2022, the Group celebrated 70 years of helping consumers and businesses fulfil their ambitions.Our customers are at the heart of everything we do, but we can’t achieve our customer focused strategy without the right people in our team. At Secure Trust Bank, we know that people are our biggest investment, which is why a career with us is not just a job. It’s the chance to be part of something bigger, to add real value to the Bank and help us constantly improve, in order to achieve our ambition of of becoming the most trusted specialist lender in the UK. We believe in giving our staff autonomy, with initiative and exceptional performance recognised through a variety of individual and team awards and incentives. All our employees have a tangible impact on the Group’s core values, and we are looking for candidates who are enthusiastic, proactive and enjoy working in a fast paced environment.  |
| **Job Description** | ***Job Purpose***The Business Change Manager will lead the delivery of operational/process improvement (including customer outcome-focused improvements), business readiness for change implementation and support other operational projects to identify areas where processes can be streamlined, automated, or made more efficient. This could involve reducing waste, improving turnaround times, or enhancing service delivery. The Business Change Manager will focus on achieving the desired outcomes, whether that means increasing customer satisfaction, reducing costs or improving productivity by collaborating with internal teams, stakeholders and external third parties as required. ***Key Responsibilities*** * Lead business process improvement strategies with internal & external stakeholders.
* Responsible for undertaking reviews of data analytics to evaluate outcomes, understand root-cause, identify trends, and recommend evidence-based strategies for improvement.
* Collaborate with cross-functional leaders to implement improvements, monitor progress, and ensure alignment with strategic goals.
* Responsible for developing comprehensive customer journey maps to pinpoint areas for enhancement, waste removal and identify bottlenecks.
* Provide consultancy and guidance to project teams and executive initiatives.
* Lead the adoption of new strategies or processes within the organisation, ensuring smooth transitions and helping stakeholders adjust.
* Accountable for continuous improvement initiatives, streamlining operations, and reducing inefficiencies.
* Liaison and management of external stakeholders including third parties providing services to STB.
* Establish key performance indicators (KPI’s) to measure success and progress to ensure realisation of benefits.
* Champion a culture of continuous improvement by promoting learning, innovation, and adapting to new challenges and opportunities.

***Key Interfaces**** Internal Operational teams
* External third parties providing services to STB
* Heads of Function and cross-functional leaders
* Support Functions (Complaints, Quality Assurance, Operational Risk)
* Compliance (and other second line) business partners as required
* IT, Project and Change stakeholders
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| **Specification** | ***Skills/Knowledge/Experience**** Demonstratable experience of leading process improvements and measures of success and progress to ensure realisation of benefits.
* Skilled in using data to determine root cause analysis, evaluate outcomes and identify trends to recommend evidence-based strategies for improvement.
* Experience creating customer journey maps to identify areas of improvement to enhance the customer experience and increase operational efficiencies.
* Ability to work with cross-functional teams and attain knowledge of operational processes, procedures and systems.
* Experience contributing to Project led change activity and supporting resolution of issues relevant to project deliverables.
* Facilitating and managing workshops with stakeholders to define future business processes.
* Proficient in handling a wide range of bespoke and often urgent requests within a continually changing environment.
* Must be able to influence effectively and challenge at all levels of the organisation and work effectively in a matrix environment.
* Effective, articulate and concise communication - written, verbal and presentation skills.

***Qualifications**** Qualifications, such as PRINCE2, PMP, Lean, Six Sigma etc. are preferable.

***Competencies**** Risk Aware – We keep our custmers and us safe and secure
* Customer focused – Our customers are at the heart of everything we do
* Ownership – We need to take personal responsibility
* Performance Driven – To become the most trusted specialist lender in the UK we need to each take accountability for our performance
* Team Work – We achieve more when we work well together
* Future Orientated - Embracing change and implementing good ideas gives us the competitive edge
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