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| **Secure Trust Bank  Change Execution Manager** | |
| **Job Level**: 5  **Career Path:** Individual Contributor  **Core Job Title:** Technical Expert 2  **Reporting** **To**: Group Head of Strategic Change  **MRT:** No  **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 to help us constantly improve in order to achieve our ambition 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***  Responsible for leading and executing change, across the STB Group, ensuring that the change plans are delivered efficiently and effectively. To manage a team of project managers and business analysts, offering support and guidance to execute and deliver a portfolio of complex projects in order to deliver business goals and objectives. Acting as a deputy to the Group Head of Strategic Change ensuring changes deliver to in line with governance.  ***Key Responsibilities***   1. Accountable for driving and executing change and for delivering the portfolio of group change projects through project management and business analyst resources, delivering to project KPIs, and ensuring all activity is aligned to the group strategy, plans, frameworks & processes. 2. Proactively working closely with the third parties who provide the systems to the product areas to deliver changes, ensuring they deliver on commitments and deliver change to time, cost, and quality. 3. Act as a point of escalation and provide management oversight of key issue escalations and ensure risk mitigation actions are identified and reported to sponsors where appropriate. 4. Lead project managers and business analysts and promote teamwork and collaboration by providing the team with clear direction, objectives, and guidance to enable them to perform their duties responsibly, effectively and efficiently. 5. Drive change throughout the change lifecycle and responsible for ensuring all changes adhere to the change governance framework. 6. Ensure that all best practice governance including tools, templates and methods are followed by the team across the waterfall and agile disciplines where appropriate. 7. Personal management of complex analysis, projects, or programmes where appropriate 8. Deputise for the Group Head of Strategic Change as and when required. 9. Use specialist expert knowledge to assist business leaders and operational owners with the scoping, design (business analysis) and delivery of projects. 10. Responsible for the liaison with third parties within projects, driving business goals and influencing the third party to deliver in line with agreed objectives. 11. Ensure all projects adhere to regulatory and audit requirements |
| **Specification** | ***Skills/Knowledge/Experience***   * Proven significant large programme / project management and Business Analysis experience in both business and IT change. * Strong planning and organisational skills * Stakeholder Management and Third-Party Management experience with proven ability to influence and drive commercial advantageous outcomes. * Good communicator with confidence to constructively challenge and collaborate with internal and external stakeholders. * Extensive experience of working in a regulated financial services environment. * Demonstrable ability and willingness to be hands on in the delivery of change when appropriate. * Previous leadership experience at a senior level with large teams * Presentation & facilitation skills * Report writing.   ***Qualifications***   * PRINCE2 Practitioner * Agile Qualification or equivalent   ***Competencies***   * Risk Aware – We keep our customers 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 personal accountability for our performance * Teamwork – We achieve more when we work well together * Future Oriented - Embracing change and implementing good ideas gives us the competitive edge |