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| **Secure Trust Bank  Group Head of Strategic Change** | |
| **Job Level**: 7  **Career Path:** Management  **Core Job Title:** Business Lead 2  **Reporting** **To**: Chief Operating Officer  **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***  To lead, develop and execute the STB Group wide Strategic Change agenda, within the agreed parameters such as cost, time, risk, benefits, quality, and scope, delivering strategic initiatives to ensure the Group meets its strategic objectives. Developing, maintaining and embedding consistent change governance controls to provide assurance.  ***Key Responsibilities***   * Accountable for the execution and implementation of the Bank’s strategic change initiatives, ensuring the priorities are met and deliveries are within time, cost and quality. * To work with senior stakeholders to define and lead organizational transformation, including digital transformation initiatives. To lead corporate change projects or programmes to support strategic objectives. * Facilitate and support the chair of the Strategic Investment Committee to drive quality of initiatives, agree priorities and report strategic change progress, including scheduling, resourcing, cost management and benefits realisation. * To collaborate with project sponsors/stakeholders to ensure the business case for change is clearly defined and documented. To assess change drivers and translate them into viable programmes/projects with clear vision and objectives. * Lead the Group change function 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. * Accountable for the delivery of best practice governance including tools, templates and methods, providing subject matter expertise across various methodologies including but not limited to waterfall and agile project management. * Through the Project Management Office provide clear change management policies, procedures, processes, and techniques for changes of varying scales. Monitor and maintain quality and adherence to these policies, procedures and processes. * Lead the development of an efficient change engagement model to manage interdependencies and synergies across the change portfolio. Work with and influence stakeholders at senior levels across business functions and third parties, to ensure goal alignment and keep them informed of progress in the change landscape. * 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. * To provide support and advice to senior leaders and other key stakeholders to increase understanding of how people experience change and the process of transition. * Accountable for the management of the Group change portfolio, escalating any challenges or risks at the appropriate executive risk committee. |
| **Specification** | ***Skills/Knowledge/Experience***   * Proven large programme and complex project delivery in both business and IT change * In depth knowledge and proven experience implementing change frameworks and methodologies (MSP/ PRINCE2/Lean/Six Sigma) * Extensive experience in resource management, financial management and change control * Previous leadership experience at a senior level with large teams and with external third parties * Extensive experience of working in a regulated financial services environment. * Extensive experience of portfolio management. * Demonstrable ability and willingness to be hands on in the delivery of change when appropriate * Excellent interpersonal skills with the ability to establish credibility and build relationships with stakeholders * Ability to apply general / commercial awareness to inform business decisions.   ***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 |