

Change Readiness Lead – Permanent, full time – hybrid working.

This is a great opportunity to join Bath Building Society's Mortgage Operations team to play a critical role in driving successful mortgage change initiatives across the Society. You will be responsible for assessing the organisation's readiness for change, developing and implementing comprehensive change management plans, and ensuring a smooth transition to the new way of working.

You will also become a key member of the Mortgage department becoming a subject matter expert for all things mortgages by immersing yourself in daily activities and supporting the successful delivery of Mortgage targets.

The role is based at the Society's Head Office, but the successful candidate will have the flexibility to manage their own working pattern between home and office working subject to any training needs and core business requirements to be agreed with the Head of Mortgage Operations.

Located on Queen Square in the centre of the beautiful city of Bath, the Society has been serving the city and supporting our local community since 1904. As a mutual Society we are committed to being an employer of choice, creating a diverse and inclusive team, managing our environmental impact, and supporting our local community.

We are proud of the strong supportive culture at the Society. It's a highly collaborative environment with great team spirit and we're all passionate about providing a personalised service for our Members.

There's a lot of exciting business change initiatives taking place right now and you'll be working with great people who know their stuff and are committed to making change happen, while remaining true to the Society's core values.

What you will be doing:

Reporting directly to the Head of Mortgage Operations, the Change Readiness Lead will:

- Conduct thorough assessments to identify potential risks and opportunities associated with upcoming changes.

- Contribute to effective project meetings by ensuring engagement from stakeholders and that actions are fully understood and assigned.
- Create clear and compelling communication plans to keep stakeholders informed and engaged throughout the change process.
- Design and deliver impactful training programs to equip employees with the necessary skills and knowledge to navigate the change effectively.
- Manage resistance to change by actively listening to concerns, addressing anxieties, and fostering a culture of open communication.
- Develop and track key metrics to measure the effectiveness of change management efforts and identify areas for improvement.
- Collaborate effectively with project managers, executives, and other stakeholders to ensure a seamless and successful change implementation.
- Ensure appropriate risk management plans are in place by identifying and monitoring risks to both the individual Project and the Society, escalating as required.
- Adopt a strong control environment by delivering in-line with the Business Change Framework
- Contribute to the regular Bath Future Architecture Forum for project updates to the Executive Committee.
- Ensure new business processes are embedded to become business as usual.
- Support the Mortgage Department in BAU activities as required to become a subject matter expert for all mortgage related change.

Qualifications and Competencies:

- Proven track record of successfully implementing change initiatives.
- Experience in Financial Services
- Strong analytical and problem-solving skills.
- Excellent communication, interpersonal, and presentation skills.
- Ability to build strong relationships and influence stakeholders at all levels.
- Self-motivated, conscientious and results focused.
- Good self-management, organisation, and planning skills.
- Proactive and tenacious, always seeking improvement and opportunities to learn.
- You will have a 'can do', business enabling approach.
- Experience of working with Mortgage Origination Platforms and Sopra Banking Software would be desirable.

The role will often involve access to potentially sensitive information, so discretion is required at all times.

Why should you apply?

Here's just some of the reasons our colleagues love working at Bath Building Society:

- Central Bath location with hybrid working opportunities when the job allows
- Competitive salaries and a good work life balance, we don't expect you to work silly hours
- At least 27 days holiday (plus bank holidays) with the option to buy an additional five days
- A day off on your birthday
- A day off a year to take part in our community volunteering programme
- Generous pension scheme
- Life Insurance (four times your salary)
- Healthcare benefits after a qualifying period
- Colleague Forum
- Health & Wellbeing Forum
- Support from Mental Health First Aiders
- Refer A Friend scheme
- Sharing in Success: Annual bonus scheme based on both the performance of the Society and your individual performance
- Access to the Wider Wallet employee discounts portal to enjoy discounts off nationwide brands
- We also have regular social events and some of the best parties!

[Click here to apply online](#)

Closing date: 30th April 2024

*We reserve the right to close this vacancy early if we receive sufficient applications for the role. So if you are interested, please submit your application as soon as possible.