

### **ORGANIZATIONAL CONTEXT**

<b>Job Title</b>	EAMS Change Management Lead
<b>Job Code</b>	Specialist - 2
<b>Grade</b>	4
<b>Affairs</b>	Assets Affairs
<b>Department</b>	Roads O&M
<b>Section</b>	Enablers
<b>Team</b>	Enterprise Asset Management Systems Team
<b>Date last updated</b>	24/03/16

### **JOB CONTENT**

#### **Role Objective**

Includes every aspects of business and organizational change management skills and activities that will prepare Ashghal business and end-user community for the new EAMS CRMS solution, so as to provide; a successful project with a smooth transition and early user adoption.

#### **Job Roles & Responsibilities**

1. Reports to the EAMS and CRMS **Project Managers**
2. Event Organising and Management (Contract Signing Ceremony, Kick Off Meetings, Go-Live)
3. Lead, Manage and Control, the CM workstream - People, Inputs, Outputs, Processes and Deliverables
4. Work within the EAMS and CRMS Change Management workstreams to manage the organizational/business and individual employee change management needs from an Ashghal perspective
5. Align the business and organizational needs that are necessary for the smooth transition and early user adoption of the new solutions
6. Actively communicate market and promote the project, through various channels to the Ashghal community and external, if necessary (involving PR)
7. Advising the functional teams of key issues in the user departments that may need special care and attention during the implementation process.
8. Create change management and training plans and Identify detailed change management and training requirements and assess effectiveness of training given
9. Manage development of change management / training documentation (in conjunction with Ashghal process and technology teams)
10. Managing embedding the systems, competency requirements, training, scoping, delivery, communications and engagement

## **BEHAVIORAL SKILLS, KNOWLEDGE AND EXPERIENCE**

*(Knowledge and experience needed for the satisfactory performance of the job)*

### **Educational & Experience:**

#### **Qualifications**

##### ***Essential***

- Degree
- Substantial experience of organizational and personnel change management projects
- Supervisory or sub-project management skills or experience
- 5 -10 years' post graduate experience

##### ***Desirable***

- HR training or background desirable
- Project Management qualification (PRINCE 2, PMP or equivalent)
- Experience of the implementation of IT systems, in particular, is desirable

#### **Technical Knowledge**

- Familiar with forms of contracts, including responsibilities and contractual obligations
- Computer literate and thoroughly conversant with MS Office suite and relevant engineering software packages.
- Familiar with Asset Management, Highway Maintenance, Health and Safety, and Quality Standards and Regulations
- Able to interface with all organizational departments and at all levels, including HR and training, and executives
- Experience in coaching, mentoring and handling sensitive changes

#### **The Individual**

- Able to manage the business and personnel change with a sympathetic and considerate approach
- Flexibility and willingness to be involved in all aspects of the operation
- Experience of working in an operation with quality and health and safety systems
- Team player but have the ability to work well unsupervised
- Manage their time and team effectively and be self-motivated
- Excellent communication and organizational skills
- Strong project management skills
- Good decision making skills