BC PENSION
CORPORATION

JOB DESCRIPTION

BRANCH DESCRIPTION

The Employee Services Branch provides programs and services for all employees of the Pension Corporation. These services include HR strategy and program development, recruitment and employee relations, leadership development, employee training and development, internal and corporation communications, engagement and event coordination, and property and facility management.

JOB SUMMARY

The Change Management Advisor will support enterprise wide change management at the program and project level by applying a structured change management methodology and coordinating project change management activities. This position will advise on the people side of change initiative projects with significant impact on a range of internal and external stakeholders and significant assigned resources. This position is accountable for defining, coordinating and controlling all change management project activities and tactics to ensure delivery within scope, schedule, budget and specified quality.

JOB RESPONSIBILITIES

- Acts as project change advisor throughout the initiation, planning, execution, control and close-out phases of the project to assist project managers, product owners, and business owners with successful implementation.

- Coordinates and leads change planning sessions to develop change strategies, plans and tactics such as communications, coaching and training, to achieve the project goals and objectives and prepare the organization to adopt the change introduced by the project.

- Determines methodology and conducts stakeholder consultation sessions to develop change management plans and ensure that change goals and objectives are achieved.

- Develops plans and conducts research, analysis and development of project change management proposals, while assessing competing and/or conflicting priorities and identifies options and recommendations to project managers, product owners, and business owners as necessary.

- Develops options, strategies and approaches to address issues and service/program delivery needs using techniques such as impact analyses, interviewing, surveying.

- Develops surveys, data analysis methodologies, strategies, and performance indicators for use in evaluating project adoption and reinforcement strategies.

- Assesses likely people-focused impacts of alternative proposals in terms of associated risks, mitigation strategies, stakeholder response, liability and other implications, and outlines the advantages/strengths and disadvantages/weaknesses of each to support informed decision making.

- Critical member of project team advocating for people side of change when developing terms of reference and project plans to identify timelines, deliverables, methodologies and resource requirements.

- Develops and maintains effective and cooperative working relationships with internal and external stakeholders at all levels in the organization.

- Monitors and evaluates change management-related project resources, processes and progress, identifies risks and obstacles and takes or recommends action to address.

- Delivers change management tactics within scope, schedule, budget and quality standards.

- Conducts post implementation review of change management strategies and tactics and recommends approaches for improvement and reinforcement.

EDUCATION

Degree/Diploma Obtained	Program of Study

- Bachelor's degree in a related discipline (Business Administration, Public Administration, etc.).
- Change management certification such as PROSCI is preferred.

EXPERIENCE

Years of Experience	Type of Experience

- Minimum of two years of experience supporting change within an operational or project context.
- An equivalent combination of education, training & experience may be considered.
- Experience assessing individual and or group needs and developing strategies to address those needs;
- Experience facilitating groups to gather information to assist in planning activities;
- Experience assessing project plans and determining the magnitude of change management activities needed to support implementation;
- Experience developing and executing on change plans to support project implementation.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of change/project management principles and processes.
- Good organization, planning and follow through skills.
- Problem identification, problem solving and mitigation planning, and issues management skills.
- Strong communication (written and oral) skills targeting various audiences.
- Excellent interpersonal skills and the ability to establish and maintain effective working relationships with coworkers, clients and other external contacts.

CORE COMPETENCIES

Navigating Change L3
Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Creates a culture that encourages change, innovation and improvement.
- Applies change management models, principles and practices.
- Translates change strategies into specific direction and focus.
- Adapts existing goals, plans and processes, or develops new ones to respond effectively to the change.
- Removes barriers to change.

Embracing Learning L1
Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Self-assesses against expectations and standards to identify own learning needs in the current position.
- Reflects on completed activities, identifying what worked well, what didn't, and how to improve own performance.
- Openly shares knowledge with other employees.
- Seeks to learn from other employees.
- Takes advantage of learning opportunities provided to meet job requirements.

Client Orientation L2
Making it easy for our external and internal clients - seeing things through their eyes.

- Anticipates clients' needs and concerns.
- Develops procedures and practices to ensure consistent service.
- Leads or participates in efforts to enhance service delivery systems and processes.
- Ensures consistency of service experience.

Accountability L2
Holding self and others accountable to deliver on commitments and to achieve desired results.

- Sets challenging but realistic goals for own area of responsibility.
- Helps people improve performance to maximize results.

- Holds people accountable for meeting established expectations.
- Evaluates progress against established goals and objectives.

Inspiring Trust L2
Inspiring confidence by demonstrating integrity and building credibility.

- Creates opportunities to build internal and external relationships.
- Demonstrates confidence in own abilities, views or decisions when challenged.
- Provides skill, knowledge and talents to resolve complex issues.
- Fosters trust by communicating consistent, reliable and accurate information.
- Builds on others' ideas to develop support.
- Helps others build confidence in themselves.
- Recognizes the contributions and successes of others.

Decision Making L2
Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Involves the right people in the decision making process.
- Makes decisions by weighing several factors, some of which are partially defined with missing pieces of information.
- Uses sound business sense to make decisions.
- Considers risks when identifying or recommending options.
- Provides context and rationale for decisions.
- Provides information to others to support decision making on complex issues.

Organizational Focus L2
Aligning work priorities, processes and practices to achieve the strategic direction.

- Optimizes processes or practices to support the achievement of organizational goals.
- Helps team members understand the broader vision and how their work is aligned.
- Identifies broader implications of proposed positions, options and approaches.
- Makes connections between situations and patterns to improve decision making.
- Recommends approaches to address issues with a longer term perspective.