

SENIOR ORGANIZATIONAL CHANGE MANAGEMENT LEAD

On behalf of our client, Manitoba Liquor and Lotteries (MBLL) we are recruiting for a Senior Organizational Change Management Lead. MBLL is a Crown Corporation of the Province of Manitoba, responsible for the distribution and sale of alcoholic beverages, and for providing gaming and entertainment experiences, all in a socially responsible manner. This corporation provides entertainment options through the Club Regent Casino and McPhillips Station Casino, a wide network of video lotto terminals, the distribution and sales of lottery tickets, a selection of food and live entertainment to complement the casino experience and the sales and distribution of alcohol beverages through liquor stores, private liquor outlets and licensed establishments throughout the province of Manitoba.

Reporting to the Director, Organizational Development and Change Management, the Senior Organizational Change Management Lead will be responsible for supporting and adding to MBLL's change management capability and capacity by leading change management initiatives, supporting and supervising MBLL change practitioners and participating on project teams. The Senior OCM Lead is expected to apply structured methodology to lead change management activities as well as increase the utilization, proficiency, and speed of adoption of change initiatives. The Senior OCM Lead will be responsible for advancing the development of change management methodologies and tools while leading the OCM team as well as participating on various projects and change initiatives within MBLL. The incumbent is expected to increase the capacity for change by leading change initiatives, supervising the OCM team, facilitating knowledge transfer, providing coaching and ensuring necessary training is carried out across the organization.

The ideal candidate will be a seasoned change management professional who is skilled at fostering relationships and building trust to successfully lead the MBLL OCM team and support successful execution of change management activities.

Key Accountabilities

Change Management Planning & Development

- Lead the development and integration of change management methodology, strategies, tools, templates, and plans for the implementation of large scale, transformational change initiatives
- Facilitate the ongoing development of change management knowledge, skills and techniques to support and enhance the organization's capability and capacity for change
- Support the organizational change management portfolio by monitoring future demands and allocating resources appropriately
- Lead the OCM efforts as both a supervisor and practitioner by conducting stakeholder analyses and change readiness assessments, evaluating results and presenting findings and plans to mitigate identified risks. Participate in and oversee the implementation of OCM plans for multiple initiatives
- Work with Communications, Organizational Development, and Human Resources to develop recommended change management activities and training programs to support an effective and consistent OCM presence and participation into projects
- Engage external consultants, as required, to support change initiatives
- Work with the Project Management Office to integrate change management concepts and deliverables within project planning and implementation. Work with project management to effectively scope OCM requirements on projects and work collaboratively to identify and integrate change management into the projects' work streams
- Integrate Corporate Social Responsibility (CSR) practices into projects, products, plans, and work practices

Facilitation & Coaching

- Influence project sponsors, project managers and associated business stakeholders to identify and communicate the business benefits and reasons for change, and to aid in managing people related impacts. Champion and communicate projects' need for change (business drivers), vision, and benefits to all affected departments and staff
- Increase the organizational understanding and acceptance of change management tools, methodologies, and benefits
- Prepare and deliver presentations related to change management or related topics, as required
- Be an active and visible coach to executive leaders regarding change
- Lead or coordinate internal change management development, coaching, mentorship and training sessions

Human Resource Management

- Provide leadership through solid people management practices to both supervise and empower OCM team members to employ their full skill set and expertise to each OCM engagement
- Reinforce the importance of excellent customer service and help support its delivery by all OCM team members
- Be attentive and take corrective measures to help ensure positive morale and motivation of employees. Provide conflict resolution in a sensitive, confidential and professional manner when needed
- Ensure all applicable compliance, regulations, policies, procedures and corporate social responsibility expectations are understood, supported and adhered to by all employees
- Carry out all required duties and responsibilities of a supervisor of workers, as outlined under provincial safety and health legislation

Education and Experience

- Completion of a post-secondary diploma or degree
- A minimum of eight years' experience in organizational change management demonstrating an increased range of responsibilities including supervisory experience
- Completion of Prosci certification in change management or an equivalent certification program is required. A substantial level of training and experience in change management methodologies and application may be also be considered
- An MBA or MA in leadership and organizational development would be considered an asset
- Previous supervisory experience is preferred
- Demonstrated experience in providing coaching and mentoring techniques to facilitate effective change management within one's own team and throughout the organization
- Demonstrated experience providing change management solutions and innovation in support of large scale transformational initiatives
- Excellent written and verbal communication skills, including strong presentation/facilitation skills. Strong ability to facilitate small to medium sized groups and discussions
- Demonstrated experience in building strong inter-departmental relationships to achieve goals
- Knowledge of the principles of adult learning
- Demonstrated experience in project management and business process re-engineering
- Must maintain the strictest confidence in dealing with highly sensitive employee information
- Intermediate skills in Microsoft Office (Word, Excel, PowerPoint, and Outlook)

This role will appeal to an individual who is a hands-on leader who can drive results in a fast paced and demanding customer fulfillment environment. If you have strong communication skills, a positive attitude, thrive on excellence in performance and you are interested in learning more about this opportunity, please forward your resume to Kamalita.Ketler@mnp.ca or call 204.336.6107.