

# Change Management & Communication Partner

Job ID  
REQ-10019583  
Aug 19, 2024  
India

## Summary

Within the time & attendance transformation program, the role is responsible for a full scope change management country implementation in an efficient and independent manner, ensuring effective change management activities being delivered, including change impact assessments, training and communication design and delivery, and stakeholder. Several country implementations might be delivered in parallel and hence the role is responsible for all assigned projects / countries.

## About the Role

### Major accountabilities:

- Delivers country implementation change management activities by completing as-signed deliverables.
- Manages assigned stakeholder groups through effective methods and channels.
- Facilitates identifying the change topics, its impact on end-users' groups and mitigation actions through detailed country change impact assessments.
- Develops country training strategy and plan leveraging the global training strategy and facilitates creation of the country training materials design applying the country specific requirements and knowledge on the new technology functionality, and following feedback from global change management lead, global WFS SME and country functional SMEs.
- Develops country communication strategy and plan leveraging the global communication strategy and facilitates country communication adaptation to the country specific requirements leveraging the global communication templates and following feedback from global change management lead, country P&O PP Lead, country engagement lead and country functional SMEs.
- Facilitates, directs and supports training delivery to various end-user groups, including actual training delivery and organizing training delivery for other trainers.
- Facilitates country change ambassadors network following the initiative guidelines.
- Monitors new technology adoption through agreed change management approach.
- Collects feedback from various stakeholders and shares it with program management and global change lead.
- Provides feedback on change management activities and deliverables effective-ness and ensures agreed improvements are followed.

- Follows country implementation timelines and milestones.
- Facilitates assigned meetings and attends project meetings.
- Follows project methodology and uses project tools.

**Minimum Requirements:**

**Work Experience:**

- Learning and development roles
- Change management exposure
- Experience in delivering projects is of great advantage.
- Experience in Time Operations or in general HR operations is nice to have.

**Preferred Skills:**

- Excellent stakeholder management
- High level communication skills, written and spoken
- Proficiency in use of Microsoft Office; advanced PowerPoint and Word skills
- Knowledge of any training design tool is advantage.
- Comfortable working in a complex and rapidly changing work environment
- Work experience in virtual/remote teams

**Languages :**

- English.

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Division

People & Organization

Business Unit

CTS

Location

India

Site

Telangana

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Human Resources

Job Type

Full time  
Employment Type  
Regular  
Shift Work  
No  
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