

## Business Readiness Lead

Reporting to the Program Manager, this role is responsible for the successful delivery of the Business Readiness work stream within Clarien's transformation program. This role will deliver Standard Operating Procedures; Staff Training; Business Readiness initiatives; and associated Communications to ensure the adoption of change as we deliver efficient business solutions which will optimize our clients' experience.

### Primary Responsibilities:

- Be a champion for business and technology transformation. Identify, work collaboratively with and engage with key stakeholders to deliver change, adoption and use of new solutions.
- Deliver effective change interventions with the business and program team, including: Establishment and leadership of change champions, communication plans, training and engagement materials, training needs analysis, SOPs; go-live readiness plans; and supporting the transition to BAU teams.
- Plan, schedule and execute business readiness initiatives to scope, time and budget. Ensure appropriate resourcing. Apply consistent project methodologies. Report progress as required, to Program Manager.
- Ensure all project files and associated information is up to date, accurate, within governance and manage risks throughout the lifecycle of the program. Conduct regular work stream meetings. Ensure minutes, agendas and schedules are prepared, distributed, updated and approved in a timely manner.
- Ensure all staff, clients and key stakeholders are ready to use, support, adopt and exploit the new technologies and processes from GoLive and subsequent post implementation support period.
- Collaborate with Marketing & Communications to create and deliver information updates and innovative product awareness sessions for staff and clients (where required).
- Responsible for undertaking post implementation reviews and sharing of lessons learned.
- Contribute to the ongoing improvement of the Projects & Change team's practices.

- Experience of stakeholder management with a diverse range of stakeholders, overcoming resistance to change and demonstrating the ability to gain trust and understand the issues that matter to people most.
- Experience in migration and cutover activities that affect the entire organization.

### Other requirements:

- Are naturally organized. You plan your days and weeks.
- A problem solver...and a finisher. You deliver on your ideas.
- Can simplify, translate and communicate complex business and product matters to a variety of audiences.
- Go out of your way to build strong, lasting relationships. A genuine team player.
- Very flexible. Enjoy adapting to change in a fast-paced environment.
- Professional. Strong ethics and self-accountability. You deliver value every time.
- Error free, detail orientation to work, while seeing the bigger picture.
- Do what it takes to get the job done, including evenings, weekends and travel.
- Highly proficient in project tools: MS Project, Excel, Word, Power Point and Visio.

### The successful candidate must have:

- Minimum ten (10) years' relevant experience delivering business, technology transformation and supporting business development across the banking, financial services or I.T. sector(s).
- Bachelor's degree, preferably in a related field to technology, BA or engineering. MBA/ relevant master's degree preferable.
- Professional project management designation such as PMP; Prince 2; or Scrum Master.
- Knowledge of banking/ financial sectors and technologies/ systems essential.
- Extensive experience in lead role(s) in business transformation for technology led programs.
- Proven experience of delivering change (people, process, technology, structure, culture and new ways of working). Experienced in overcoming the challenges associated with organizational and individual change.

Clarien is an equal opportunity employer and offers a competitive compensation package commensurate with qualifications and experience.

Please submit a detailed cover letter and résumé no later than November 8th, 2023 to:

**Human Resources Department**  
**25 Reid Street, Hamilton HM 11**  
**P.O. Box HM 665, Hamilton HM CX**  
**Email:** [jobs@clarienbank.com](mailto:jobs@clarienbank.com)  
**Fax:** + 441 296 7701

Point House, 6 Front Street, Hamilton HM 11, Bermuda  
[www.clarienbank.com](http://www.clarienbank.com) | 441 296 6969

We sincerely thank all applicants for their interest. Only those candidates under consideration will be contacted.

Clarien Bank Limited, through its wholly owned subsidiary companies, is licensed to conduct bank, investments, corporate services and trust business by the Bermuda Monetary Authority.

