

Transformation Change Manager

Apply

Chicago, IL
Dallas, TX

Full time

Posted 6 Days Ago

REQ252112

How we support the Whole You:

Our benefits are a good reason to come to JLL.

We are committed to hiring the best, most talented people in our industry, and then empowering them with the resources and support to enhance their health, financial and personal well-being. Our underlying benefits philosophy is this: be fair to our people and provide opportunities for those who take advantage of our programs and resources to increase their personal and financial security.

Benefits to eligible employees, include:

- 401(k) plan with matching company contributions
- Medical, Dental & Vision Care
- 6 weeks of paid parental leave at 100% of salary
- Paid Time Off and Company Holidays
- Flexible Work Arrangements may be available
- Executive Benefits

If this job description resonates with you, we encourage you to apply even if you don't meet all of the requirements below. We're interested in getting to know you and what you bring to the table!

The Change Manager role ensures change initiatives and organizational design activity are effectively coordinated and overseen to deliver objectives on time and budget by ensuring that activity is appropriately managed, that people critical success elements are identified and actions taken to address challenges to these.

This position will focus on the people side of change, including changes to business capabilities, processes, systems and technology, job roles and organization structure. This role requires the ability to drive integrated change management and communications strategies that deliver compelling messaging to inspire change and achieve desired business goals. This role will display a degree of self-sufficiency and be comfortable dealing with complex, ambiguous and sensitive change scenarios with limited oversight.

Key Responsibilities:

Partner with other transformation leaders and business stakeholders to facilitate, co-ordinate and support the business to ensure engagement, involvement, organizational design and skill development for lasting effective organizational change. Act as a subject matter expert to lead Change Management and Organizational Design workstreams with business initiatives, including:

- Work across BE&T to support the delivery of all Transformation activity, including assessing resources necessary to deliver change
- Proactively identify resistance to change and root causes that present risk to successful delivery and target interventions to address these
- Assess and understand the impact of changes to processes and systems, and the challenges to successful adoption, utilization and proficiency, including overloading, capability gaps and cultural alignment
- Drive strategic and disciplined change management and communications planning and activities, and operationalize the delivery of these, inclusive of the following areas: change leadership, change strategy & approach, organizational design, stakeholder management, communications and engagement, culture and behavior alignment, reinforcement and support
- Work with sponsors to build awareness of the need for change, enable them to demonstrate their desire to lead change and support them to fulfil their role including by equipping them with necessary materials and means e.g. delivery of transformation communications such as briefings, presentations etc.
- Drive the analysis of information, identification of impacts/benefits/risks to change in partnership with the project team; present insights clearly and succinctly using appropriate materials and channels; identify potential causes of resistance and blockages to delivery in order to develop change plans for mitigation and follow up implementation of remediation actions
- Train and coach business stakeholders to understand the change, what it means for their ways of working and how they can adopt and embrace it
- Drive and support Organizational Design activity, partnering with HR where appropriate, including OD principles and frameworks, completing work activity analysis, developing roles & responsibility documentation, resource modelling, competency frameworks and any other associated tasks.
- Coordinate efforts with other Change Management and Communications specialists, ensuring a keen eye towards 'connecting the dots' and further building out the Change management community of practice across JLL
- Coordinate and align with the Delivery and PMO activities, methods, and tools

Additional responsibilities include:

- Consult and coach transformation project teams
- Support and engage senior leaders, as required
- Build a change roadmap/project plan and ensure delivery is on-time and of high quality
- Manage change and project plans, track and report issues
- Define and measure success metrics and monitor change progress
- Contribute towards the ongoing improvement of organizational change management tools and methodologies
- Help build the change management and communications tools and templates
- Work collaboratively to implement change through a matrix environment
- Support project post implementation reviews of projects / initiatives and document lessons learned and areas for improvement in future activity. Take direct responsibility for applying Change Management tools and principles to resolving these.

Sound like you? To apply you need to be/have:

- High energy, tenacious, with a passion for delivering change.
- Flexible and adaptable, able to work in ambiguous situations, dealing with complexity and time pressure.
- Strong change management experience, with an understanding of the nature of change, how it impacts people and how to ensure colleagues can successfully adopt new ways of working.
- Understand the importance and experience of communication strategies and plans to deliver successful change.
- Experience working with international and cross cultural teams, leading virtual teams and groups where there is no direct reporting relationship.
- Experience working with and influencing / coaching senior stakeholders within an organisation.
- Strong organisational skills, including multi-tasking and time management, able to prioritise conflicting demands to meet challenging deadlines.
- Excellent analytical and problem solving skills
- Experience with Project Management tools and techniques and comfortable acting as the Project Manager when necessary
- Workshop delivery and facilitation experience

#LI-Remote

Location:

–Chicago, IL, Dallas, TX

If this job description resonates with you, we encourage you to apply even if you don't meet all of the requirements. We're interested in getting to know you and what you bring to the table!

About JLL –

We're JLL—a leading professional services and investment management firm specializing in real estate. We have operations in over 80 countries and a workforce of over 102,000 individuals around the world who help real estate owners, occupiers and investors achieve their business ambitions. As a global Fortune 500 company, we also have an inherent responsibility to drive sustainability and corporate social responsibility. That's why we're committed to our purpose to shape the future of real estate for a better world. We're using the most advanced technology to create rewarding opportunities, amazing spaces and sustainable real estate solutions for our clients, our people and our communities.

Our core values of teamwork, ethics and excellence are also fundamental to everything we do and we're honored to be recognized with awards for our success by organizations both globally and locally.

Creating a diverse and inclusive culture where we all feel welcomed, valued and empowered to achieve our full potential is important to who we are today and where we're headed in the future. And we know that unique backgrounds, experiences and perspectives help us think bigger, spark innovation and succeed together.