

Enterprise Change Manager I

Navy Federal Credit Union

Vienna, VA 22180

Full-time

Job details

No matching [job preferences](#)

Job Type

Full-time

Shift & Schedule

Monday to Friday

Full Job Description

YOUR LIFE'S MISSION: POSSIBLE

You have goals, dreams, hobbies and things you're passionate about.

What's Important to You Is Important to Us

We're looking for people who not only want to do meaningful, challenging work, keep their skills sharp and move ahead, but who also take time for the things that matter to them—friends, family and passions. And we're looking for team members who are passionate about our mission—making a difference in military members' and their families' lives. Together, we can make it happen.

Don't take our word for it.

- Military Times 2021 Best for Vets Employers
- WayUp Top 100 Internship Programs
- Forbes® 2022 The Best Employers for New Grads
- Forbes® America's Best Employers
- Newsweek Top 100 Most Loved Workplaces
- *Fortune* Best Workplaces for Women
- *Fortune* 100 Best Companies to Work For®
- Computerworld® Best Places to Work in IT

Basic Purpose

To serve as organizational change management and communications expert and provide leadership, mentoring, and direction to enterprise stakeholders, project managers and other key business leaders. Implement strategic organizational change management and communications objectives. Promote organizational communications objectives and facilitate discussions for successful implementation of high impact, large scale projects and strategic initiatives.

Responsibilities:

- Develop, implement, and evaluate organizational change management strategies/solutions and consult with business unit senior management and executives
- Develop, implement and maintain organizational change management model and methodology
- Serve as facilitator and active, visible organizational change management coach to project and initiative sponsors, business Senior Executives, management and stakeholders
- Systematically apply structured process to equip people to lead, participate in and adopt change to meet desired business outcomes
- Develop and lead actionable and targeted organizational change management plans – including communications, sponsor roadmap, coaching, training and resistance management plans
- Manage and direct organizational change management components of projects through the planning, analysis, design, implementation and transition phases
- Lead business needs/impact assessment and alignment with organizational objectives
- Evaluate and measures effectiveness of internal communications and training plans
- Creates and manages measurement systems using targets and key performance indicators to track adoption, utilization and proficiency of individual and organization-wide changes
- Identify resistance and performance gaps to develop, recommend and implement corrective actions
- Collaborate with Senior Executives and management to implement OCM and communications objectives
- Facilitate meetings/groups of cross functional team members in the implementation of strategic activities and initiatives
- Compile, research and analyze trends in support of change management projects and initiatives; provide results and recommendations based on analysis
- Perform other related duties as assigned

Qualifications and Education Requirements:

- Bachelor's Degree in Business Administration, Computer Science or related field, or the equivalent combination of education, training or experience.
- Significant experience in implementing major components of large scale organizational change management efforts including organizational impact assessments, stakeholder identification and alignment, communications planning and execution, and training needs assessment
- Significant experience in managing projects from creation through execution and evaluation
- Advanced research, analytical and problem solving skills
- Significant experience in exercising initiative, producing desired results and achieving objectives
- Advanced skill in translating information and developing insights
- Extensive experience in working with all levels of staff, management, stakeholders, vendors
- Experience in leading, guiding and mentoring others
- Broad and enterprise-wide view of the business and its relationships to Information Technology
- Extensive experience in presenting findings and conclusions clearly and concisely to stakeholders and management
- Expert verbal and written communication skills
- Advanced use of PCs and related software packages

Desired Qualifications and Education Requirements:

- Master's degree in Business Administration or related field or the equivalent combination of education, training or experience
- Knowledge of NFCU's functions, philosophy, operations and organizational objectives
- Previous experience with technology organizations
- Demonstrated experience doing business cases and cost analysis
- Demonstrated thought leadership experience through applicable associations, authored whitepapers, or leading seminars

Hours: Monday - Friday; 8:00AM - 4:30PM

Location: Headquarters - 820 Follin Ln, Vienna, VA 22180

West Coast Hub - 9999 Willow Creek Road San Diego, CA 92131

Winchester Operations Center - 141 Security Dr Winchester, VA 22602

Greater Pensacola Operations - 5550 Heritage Oaks Dr, Pensacola, FL 32526

****Navy Federal is now hybrid! Our standard enterprise requirement for a hybrid schedule is to report onsite 4-16 days each month. The number of days reporting onsite will ultimately be determined by the employee's leadership and business unit needs. You will learn more throughout the hiring and onboarding process****

The salary range for this position is: \$83,100 - \$142,000