

Director, NE Change (Transformation)

Job ID: 36156

Location: Waltham, Massachusetts; Brooklyn, New York

Organization: Business Change and Project Management

Department: NE Transformation Change

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About us

Every day we deliver safe and secure energy to homes, communities, and businesses. We are there when people need us the most. We connect people to the energy they need for the lives they live. The pace of change in society and our industry is accelerating and our expertise and track record puts us in an unparalleled position to shape the sustainable future of our industry.

To be successful we must anticipate the needs of our customers, reducing the cost of energy delivery today and pioneering the flexible energy systems of tomorrow. This requires us to deliver on our promises and always look for new opportunities to grow, both ourselves and our business.

National Grid is hiring a Director, Transformation Change for our New England Business based in Waltham, MA or Brooklyn, NY.

Job Purpose

In order to take our position as leaders of a clean energy future, we set aggressive efficiency and carbon-reduction targets across the business. To reach those targets, we're adopting new technologies on the grid and in the office and aligning our people to one vision of what it means to drive change in the utility industry. We are asking people to change the way they work and the way they think, and that's where you come in.

As the Director, New England Transformation Change, you will play a pivotal role for the organization. You are the leader of a team of internal change practitioners who are responsible for the people enablement of the New England ("NE") business transformation. Your team supports the entire NE business through the change by helping build buy-in and commitment to that change, while developing new enduring longer-term capabilities and ways of working. In addition, as an integral part of the broader NE Transformation team, the NE Transformation Change team and its change specialists act as ambassadors, coaches and role models delivering on interventions envisioned in our change strategy to achieve sustained change. The Director, NE Transformation Change is a strategic role accountable for development and execution of the New England change strategy in collaboration with transformation planning, major programs, business units and functions.

Key Accountabilities

A versatile leader and coach, the Director, NE Transformation Change is accountable to deliver the following:

- Oversee the portfolio of change initiatives for the National Grid US Electric and Gas businesses for the New England jurisdiction
- Work with senior stakeholders across the NE organization to help them adapt to new ways of working and embrace transformational goals
- Develop and manage the execution of a strategic roadmap of interventions to drive change across the NE business.
- Identify the change impacts to individuals and groups and create change plans that will help those people embrace the change
- Support and lead the design and delivery of interventions to help stakeholders respond and adapt to change impacts, finding ways to overcome individual resistance to change
- Partner with internal and external experts to design, develop and implement targeted communications campaigns around central themes related to our transformation
- Use a structured, data-driven approach to measure and report on effectiveness of change interventions and approaches and adapt as necessary
- Collaborate with peers across business units and functions to assess change impacts and change capacity; identify major roadblocks and adjust strategies and interventions to maximize effectiveness
- Measure and track the change journey for the Transformation and report to NE senior leaders
- Providing coaching to leaders at all levels of the organization as they lead others through change.
- Partner with internal and external communications experts to design, develop and implement targeted engagement and communications campaigns.
- Provide ad hoc change advisory to our business units and leadership of transformation initiatives

Qualifications

- Bachelor's degree required
- Significant proven track record leading change and/or implementing large scale change
- MBA, advanced degree in organizational psychology or equivalent is a plus
- Professional qualifications and accreditations in change leadership and management methodologies a plus
- Prior background and experience in the energy and utility industry a plus but not required

The candidates we are seeking will have a blend of:

Change Expertise

- Strategic leader with in-depth understanding of change principles and methodologies
- Excellent facilitator able to translate strategy into actionable tactics that will deliver sustainable change
- Excellent communication skills and a strong record of communicating complex ideas to internal management.

Relationships

- Self-aware leader who can effectively manage stakeholders and build strong relationships across all levels and functions
- Executive presence and the ability to influence other internal stakeholders at the highest levels of the organization

Delivery

- Strong leadership capabilities with a track record of delivering transformation activities and making change stick.
- Ability to build, grow, and coach a strong team with an excellent working dynamic and inclusive culture
- Energetic team builder with proven experience developing and managing teams of knowledge workers

More Information

Salary

\$166k - \$200k a year, Boston

\$178k - \$210k a year, NYC

This position has a career path which provides for advancement opportunities within and across bands as you develop and evolve in the position; gaining experience, expertise and acquiring and applying technical skills. Candidates will be assessed and provided offers against the minimum qualifications of this role and their individual experience.

National Grid is an equal opportunity employer that values a broad diversity of talent, knowledge, experience and expertise. We foster a culture of inclusion that drives employee engagement to deliver superior performance to the communities we serve. National Grid is proud to be an affirmative action employer. We encourage minorities, women, individuals with disabilities and protected veterans to join the National Grid team.