

Role specification.

Role Title: *Change Manager - Lending*

Work Location	Manchester Green
Reports to	<i>Head of Operations and Change</i>
Hours	37.5
Salary	<i>Dependent on experience</i>

Role Purpose

As the business has grown, the way our users interact with our systems and processes has become ever more important.

The Lending Change Manager is responsible for business processes being followed and ensuring that teams are facilitated collaboratively to continuously improve these processes. This will include implementation and ensuring the smooth running of the right processes and practices across the Lending side of the organization with the aim of working towards Operational Excellence.

Key Responsibilities

You will be a key figure within the Operations and Change function, working closely with the Head of Operations, Product Owners and Senior Management to ensure all Lending operations are carried on in an appropriate, cost-effective way, improve operational management systems, processes and best practices, prioritise the product backlogs, manage capacity, remove impediments and manage dependencies between technical deliveries.

You will encourage the adoption of lean pipeline management theory within our Operations product group and apply lean principles to eliminate and reduce waste. You will drive the successful execution of initiatives, and report regularly on progress/impact against KPIs. You will facilitate the handover of new software deliveries and completed initiatives, and ensure any training is planned for and conducted successfully.

You will foster a culture of making data-driven decisions. You will help the product groups to define success through KPIs, measuring the impact that our deliverables have on those KPIs to inform future prioritisation decisions - creating a full feedback cycle.

Skills, knowledge and experience

It is essential that you have:

- 5+ years' experience working as Operations manager or similar role
- knowledge of organizational effectiveness and operations management
- excellent verbal and written communication
- confidence to interact with, and influence, senior management
- a meticulously organised, self-motivated and pro-active approach
- the ability to have high-level technical conversations with software engineers

Desirable:

- experience and qualification in Project Management
- experience working in a financial services company
- a degree in Business Operations Management or related field
- operations experience across a range of company sizes
- financial mathematics

Benefits

- Birthday Leave!
- Flexible Working Hours
- Hybrid Working
- Private medical insurance
- Life cover
- A relaxed and committed, environment supported by an enthusiastic team
- Family friendly policies
- Cycle to work scheme
- Company parties
- Refer a friend scheme
- Home Office Equipment Loan Scheme
- Onsite 24 hour free Gym

Main Office

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