



Head of Change

Job Description

Who We're Looking For

The Head of Change is responsible for the shaping, management, and safe delivery of the Benchmark strategic change agenda, including the leadership and development of Benchmark's project resources. The Head of Change is responsible for the safe delivery of projects and programmes end to end, both transformational and regulatory with a focus on both business and technical change.

The Head of Change is responsible for ensuring that all projects and programmes are delivered on time, on budget and achieving agreed expected outcomes within a robust change governance framework, using agreed change methodologies and disciplines. This includes responsibility for the budgeting process for the change programme across Benchmark, including development, technology, service and support, networks, advisers, platform and all shared services.

The Head of Change is responsible for all reporting and governance process adherence across Benchmark's Change Programme.

About Benchmark Capital

Benchmark Capital powers financial advisers through insight and integrated tools, services and investment solutions that help them differentiate their client proposition.

Helping advisers to look after their clients is at the centre of everything we do. Our award-winning solutions support over 150 advice firms, with £17.1 billion of assets under advice¹

With a technology-led ecosystem of regulatory, platform, and investment services, and our own financial planning business, our approach is guided by delivering safety and security for customers and focused on positive client outcomes.

We believe that first-class client service and integrated technology are essential components for long-term success. Our seamless, holistic approach works in harmony both to empower advisers and their clients and to generate tangible financial and competitive advantages.

We work with some of the most successful financial planning firms in the UK, bringing the power of technology to advice and wealth management

¹As at 31.03.21

The base

You'll be based at our Broadlands Business Campus near Horsham in West Sussex. It has high standards and international reputation, without being in the city: a big, countryside campus means life will feel a little different.

We support our offices by using cutting edge software and hardware and our spacious campus facilities mean there's a great working environment for the team. With an on-site restaurant, coffee shop and gym, our campus has much to offer. And commuters can relax on our dedicated regular shuttle bus to and from Horsham's main line train station.

We know that helping you balance personal and professional commitments is a big part of that, so we're open to flexible working. Many of our staff work flexibly in many different ways, including part-time. Please talk to us at interview about the flexibility you need.

What You'll Do

- Responsible for the management and oversight of Change Portfolio budget including running the annual budgeting cycle for change
- Accountable for leading, delivery and alignment of the Change Portfolio to the strategic change agenda for Benchmark Capital, including the construction and management of the portfolio with oversight and control of the change portfolio budget.
- Accountable for all Change Portfolio reporting – both at project and programme level as well as portfolio level. At Benchmark level as well as division level.
- Lead and manage a strong project and change governance environment across Benchmark Capital, continually identifying new improved ways of working and synergies across other Change teams within the Schroders Wealth Management Division.
- Manage and forge strong senior stakeholder relationships from all areas of the Benchmark Capital Group, as well as balancing the competing change priorities of the Business Executives and Senior Stakeholders.
- Take personal responsibility for key stakeholders at a senior level on behalf of the projects, working closely with the operational sponsors and/or senior leadership team to support and resolve any project escalations and issues.
- Continuously evaluate change delivery risks at project, programme and portfolio level ensuring clear mitigation plans are in place.
- Provide strong leadership and effective management of project and PMO resources (including SME's, consultants where appropriate) to deliver small through to complex change projects/programmes throughout the approved delivery lifecycle.
- Build resources, team structure and realistic delivery plans, including management of third parties (where appropriate) to support the strategic change agenda.
- Able to challenge, influence, negotiate and rapidly build trust with the Benchmark Capital executive team to support Benchmark Capital's change delivery activities.
- Lead the relevant Change Management Committees and Steering Groups, with support to other key forums such as Group Audit, Risk where appropriate.
- Ensure the team have and own robust development plans to support a high performing team culture which leads to the successful implementation and safe delivery of project/programmes across the Benchmark Capital Group.
- Build a centre of excellence of change and project management across Benchmark Capital with approved methods and consistent Change disciplines.
- Act as a role model through visible leadership and by example of the Benchmark Capital's core purpose and guiding principles.

The Knowledge, Experience And Qualifications You Need

- 10+ years managing large scale projects and programmes
- Strong leadership capabilities
- Highly motivated, flexible and adaptable
- Creative ability to find solutions to complex issues / solution focused

- Team player / collaborative approach
- Ability to work at all level within the business

What You'll Be Like

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- Resilient
- Driven by a focus on continuous improvement
- Ability to motivate others
- Positive outlook on work and the activities presented
- Change delivery focused
- Ambitious

We're Looking For The Best, Whoever They Are

Benchmark Capital is an equal opportunities employer. You're welcome here whatever your socio-economic background, race, sex, gender identity, sexual orientation, religious belief, age or disability.

Important Information: Issued by Benchmark Capital Limited, Broadlands Business Campus, Langhurstwood Road, Horsham, West Sussex, RH12 4QP. Registration in England No 09404621.