

Change Management Associate

About Us

Handelsbanken Wealth & Asset Management is a wholly-owned subsidiary of the Handelsbanken Group and is responsible for all wealth and investment management activities of the Group in the UK. Founded in Sweden, Handelsbanken is one of the world's strongest banks and offers local relationship banking, advice and investment management to personal and corporate customers through its fast-growing network across the UK. For over 30 years we have been relied on by our customers, including business leaders and sophisticated financial professionals, to advise them and to manage their wealth. We focus on one objective – customer satisfaction – since a satisfied customer will be happy to both return and to recommend us.

This is an opportunity to join a successful and fast-growing national organisation with the added benefit of being part of a significant multinational group.

Handelsbanken Group are deeply committed to embedding good equality and diversity practice into all of our activities so that Handelsbanken Wealth & Asset Management is an inclusive, welcoming and inspiring place to work, regardless of age, disability, pregnancy and/or parental status, ethnicity, religion, sex, gender reassignment or sexual orientation.

We encourage and welcome applications from across the global community and all appointments are made solely on merit.

Salary & Benefits

- Competitive market rates
- Group personal pension scheme, private medical insurance, life insurance, income protection insurance, preferential staff rates, 25 days holiday, season ticket loan, long term profit sharing scheme

Our Role

- The Change Management team in Tunbridge Wells supports the Wealth Management and Investment Management business in facilitating and managing business and IT change projects. These range from small scale amendments to existing systems and processes (change requests) through to large scale cross departmental projects.
- The role will work closely with all areas of the business, system owners and IT to understand requirements and drive implementation.
- This is an excellent opportunity for anyone interested in Change/Project Management to develop their skillset.

Main Responsibilities

- Take ownership of the Change Request process and be the main point of contact for Change Requests
- Take on the project managing for some smaller assignments. In addition coordinating and assisting in business testing, training and documenting the procedures for new systems/products/services
- Ensure relevant monitoring systems are kept up to date and costs are properly documented
- Assist in identifying change needs and supporting the impact assessment
- Capturing and documenting business requirements
- Ensuring requirements are understood and correctly delivered by the IT team
- Support business through the change implementation process, such as communications, go-live planning and follow up
- To act as a focal point and to champion data protection issues within the team

Person Specification

Interpersonal Skills:

- Is business-oriented and focuses on the customer.
- Takes a long-term approach.
- Has the courage to make decisions.
- Is innovative and proactive.
- Takes responsibility for his/her own development.
- Has high ethical and moral standards.
- Likes good administrative order.
- Collaborates with others to achieve joint goals.
- Contributes to the development of operations and colleagues.
- Is proactive with strong interpersonal skills

Experience

- Experience of working within a financial services environment is preferred. Project Management experience in an administrative or support capacity is beneficial although not essential.

Contact

Please send your CV and covering letter to careers.hwam@handelsbanken.co.uk