

Organizational Change Management (OCM) Consultant

Job Overview

Arrowhead Consulting, a consulting firm specializing in People, Process and Technology solutions is looking for a creative thinker who can use their analytical and interpersonal skills to build relationships and work collaboratively in a client-focused environment. The OCM Consultant should be self-directed and driven to deliver exemplary results, passionate about helping our client solve complex challenges and supporting them through critical transitions. This individual will be responsible for coordinating multiple program-level change efforts to bring about the intended results of transformational, people-dependent change.

Responsibilities and Duties

- Lead or manage the OCM activities on a high-complexity, transformational, or program-wide change.
- Function well in a highly matrixed organization and synthesize direction from multiple sources.
- Work directly with sponsors/business owners of the change; understand goals for the change and be able to translate them into impacts to the organization.
- Lead or help manage other OCM resources in the same work stream.
- Work in concert with the OCM team to help mature the discipline through observation of areas in need of improvement and suggestions for maturing the processes or tools.
- Assess and manage risks based on adoption of change.
- Assess audience readiness for the change including identifying people-side risks and anticipated points of resistance; evaluate the results and present findings.
- Develop an actionable change management strategy for the change based on situational awareness.
- Develop/manage communication and training plans that utilize various channels and are consumable by specific audiences.
- Oversee deliverables against the communication plan, crafting or coordinating clearly articulated messages that prepare and motivate users for adopting the change.
- Oversee development of training materials or coordinate with training resources to help ensure users have the knowledge and ability necessary to successfully adopt the implemented changes; deliver training as needed.
- Identify resistance and/or performance gaps, and work to develop and implement responsive actions.

Qualifications

- Bachelor's degree or equivalent experience leading OCM.
- 3+ years of experience supporting an organizational change management effort.
- Solid understanding of how people go through change and the change process.
- Ability to interact with leadership and staff at all levels; strong personal presence.
- Ability to establish and maintain strong relationships.
- Strong problem solving and root cause identification skills.
- Excellent communication and interpersonal skills.
- Excellent active listening skills.

Preferred Qualifications

- Formal training in an organizational change methodology.
- Ability to clearly articulate messages to a variety of audiences using various channels.
- Ability to develop and deliver clear, concise training materials.
- Strong meeting facilitation and presentation skills.
- Familiarity with project management approaches, tools and phases of the project lifecycle.

Interested candidates should send resume and salary requirements to work@arrowheadconsulting.com.