

**KEY PURPOSE OF JOB**

The Adoption and Change Executive plays a crucial role in driving successful adoption of new technologies, processes, or organizational changes within a company. They work closely with project teams, stakeholders, and end-users to facilitate smooth transitions and ensure that employees embrace and effectively utilize the changes.

**MAIN RESPONSIBILITIES**

Change Management:

- Assist in developing and implementing change management strategies.
- Collaborate with senior change management professionals to create communication plans, training materials, and adoption roadmaps.
- Support end-users during transitions by addressing concerns, providing training, and promoting positive attitudes toward change.

User Adoption:

- Engage with employees to understand their needs, challenges, and expectations related to the change.
- Promote awareness of the benefits of the new technology or process.
- Encourage adoption through targeted communication, workshops, and user feedback sessions.
- Training and Education:
  - Conduct training sessions for end-users, ensuring they understand the changes and how to use the new tools or processes.
  - Create user-friendly documentation and guides.
  - Identify potential risks and develop mitigation strategies to minimize disruption during transitions.
  - Monitor training effectiveness and adjust as needed.

Stakeholder Engagement:

- Collaborate with project managers, department heads, and other stakeholders to align adoption efforts with business goals.
- Provide regular updates on adoption progress.

Feedback and Continuous Improvement:

- Gather feedback from end-users and stakeholders.
- Identify areas for improvement and recommend adjustments to enhance adoption rates.
- Monitor key performance indicators related to adoption.

**ANTICIPATED OUTCOMES OF ROLE**

- Excellently delivered Adoption & Change engagements in line with SA Consulting methodology
- Increased standing as leading Change Managers in the MEA region

**JOB REQUIREMENTS**

**EDUCATION**

- Bachelor’s degree in business, Technology, Organizational Psychology, or a related field.

	<ul style="list-style-type: none"> <li>▪ Possession of certificates or education related to cybersecurity / Information technology</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>▪ Strong communication and interpersonal skills.</li> <li>▪ Ability to adapt to changing environments and manage ambiguity.</li> <li>▪ Familiarity with change management principles and methodologies.</li> <li>▪ Proficiency in Microsoft Office Suite and collaboration/Productivity tools.</li> <li>▪ Experience with project management software is a plus.</li> <li>▪ Ability to coordinate and deliver end-user trainings</li> </ul>
<b>PROFESSIONAL MEMBERSHIP/CERTIFICATIONS</b>	Adoption & Change Management Certifications are a Plus

<p><b>Knowledge</b></p> <p>List out the proficient knowledge required for the role:</p> <ul style="list-style-type: none"> <li>▪ End-user adoption, program management</li> <li>▪ Industry product knowledge</li> <li>▪ Clear understanding and knowledge of B2B Business environment</li> </ul>	
<p><b>Leadership Behavioral Proficiencies</b></p> <ul style="list-style-type: none"> <li>▪ Excellent communication skills, both written and verbal</li> <li>▪ Strong interpersonal and relationship building skills</li> <li>▪ Mentorship and coaching ability with desire to develop self and others</li> <li>▪ Strong client delivery focus</li> <li>▪ Adaptable, managing change and ambiguity with ease</li> <li>▪ Focus on quality and risk</li> <li>▪ Problem solving ability</li> </ul>	
<p><b>PERSONAL ATTRIBUTES</b></p> <p>The incumbent must have the following personal attributes:</p> <ul style="list-style-type: none"> <li>▪ Strong Problem solving and stakeholder management skill.</li> <li>▪ Autonomous, positive thinker, highly flexible and willing to work independently.</li> <li>▪ Strong communication, presentation, and facilitation skills</li> </ul>	
<b>REPORTING RELATIONSHIPS</b>	
Operationally Reports to	Practice Lead, Modern Work
Dotted reporting (if any)	Head, Enterprise & Application Services

<b>WORKING RELATIONSHIPS</b>	
Internal	All departments/units within SATH and its subsidiaries
External	All SATH's customers in private and public sectors if required.