



National Student Financial Aid Scheme

## Job Specification & Recruiting Profile of Vacancy

05 February 2024

The following vacancy exists at NSFAS in Cape Town.

<b>Position</b>	OD and Change Specialist	<b>Type &amp; Grade</b>	Permanent, D1
<b>Vacancy No</b>	39 of 2023/24	<b>Department &amp; Unit</b>	Human Resources

### POSITION OVERVIEW:

The Organisation Design and Change Management Specialist is responsible to ensure organisation effectiveness through the implementation of various methodologies aimed at culture assessments and diagnostics, implementation of values-based behaviours, aligning jobs and grades to ensure a future-fit structure while applying relevant change management and communication strategies to ensure buy-in and stakeholder engagement.

### RESPONSIBILITIES:

#### Develop and drive the Change Management Strategy

- Using a structured methodology, develop a change management strategy to define, lead and support the implementation of required organisational change management activities.

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- Define and implement process of identifying change readiness and assessing the impact of proposed and implemented changes.
  - Complete change management assessments
  - Develop actionable deliverables for five change management levers:
    - Communication plans
    - Sponsor roadmap
    - Coaching plan
    - Training plan
    - Resistance management plan
  - Coordinate efforts with other specialists around change implementation.
  - Integrate change management activities into project plan.
  - Evaluate and ensure user readiness.
  - Track and report issues.
  - Define and measure success metrics and monitor change progress.

**Manage change resistance.**

- Identify and manage anticipated resistance to change actions.
- Effectively engage on matters surrounding change resistance.
- Communicate change effectively to those resisting the change.

**Develop and drive OD interventions.**

- Develop a process for socialising and embedding values in the organisation
  - Conduct employee engagement surveys through utilisation of various tools
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- Conduct focus-group sessions to establish priorities from engagement surveys
  - Conduct culture assessments and support leadership with initiatives to drive and maintain suitable behaviours.
  - Support senior managers with alignment of departmental structures to ensure future-fit teams that perform optimally.
  - Update and maintain the primary organisation structure in collaboration with Human Resources Business Partners
  - Facilitate job profiling and job grading sessions
  - Update and maintain the jobs library and ensure each role has a job description
  - Support the job evaluation process by providing job profiles and grade required
  - Support talent acquisition and career development teams with interpretation of psychometric assessments
  - Support the performance management team with facilitation of 360-degree feedback as well as management of data.
  - Enable the human resources team with required frameworks and toolkits aligned to chosen methodologies.
  - Design, develop and support with the implementation of leadership development programmes
  - Collaborate with teams to create systems and structures that support goals and transformational change.
  - Leads and/or consults on highly complex projects that are typically transformational in nature and have significant departmental or functional impact.
  - Engages in employee review and organizational investigations that require sensitivity, political deftness, and a high degree of discretion and professional judgment
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- Provides thought leadership in the design and development of key organizational design and development projects, including acquisitions/integrations.

### **Support change team**

- Influence line managers and employees to increase understanding of organisation development topics.
- Support project teams to integrate change management activities into their project plans.
- Consult and coach project teams and individual employees where appropriate.
- Develop reinforcing communication campaign after each project.

### **Management of stakeholder relations**

- Keep abreast with applicable legislation changes to inform policy updates and implementations.
  - Manage relationships with stakeholders.
  - Drive the development, approval and implementation of communication & involvement initiatives to facilitate stakeholder and end-user understanding and buy-in proposed changes.
  - Support and engage senior leaders.
  - Support and facilitate training efforts to embed stakeholder and user understanding, engagement and adoption of organisational changes.
  - Provide regular project status feedback to stakeholders based on developed plans, change management assessments.
  - Define and measure success metrics and monitor change progress.
  - Conduct post implementation support.
  - Design develop and complete lessons learnt document for project owners and transfer ownership of the -to-project owner for ensure sustainability.
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## **DESIRED SKILLS AND EXPERIENCE**

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### **Minimum requirements:**

- Bachelor's degree in human resources, Industrial Psychology, Organisational Development, or other related qualification
- Change Management Certification (ADKAR or Prosci)
- At least 7 years' experience in Change Management and Organisational Development, including 3 years in a Specialist/Senior Consultant role.
- Sound knowledge of change management methodology and tools deployment
- Experience leading complex and/or large-scale organisational effectiveness projects
- End-to-end project exposure across private and public sector environments

### **Preferred**

- Post graduate degree in Human Resources, Industrial Psychology, Organisational Development or other related qualification.
- Project Management Certification
- Over 8 years' experience in Change Management and Organisational Development
- Advanced working knowledge of Project Management methodology and approaches
- Advanced knowledge of job profiling and job grading

### **Skills and Competencies:**

- Ability to understand and interpret strategy.
  - Oral and written communication skills
  - Facilitation and Coaching skills
  - Emotional Intelligence
  - Managing Complexity
  - Collaboration
  - Flexible and adaptable
  - Resilient and tenacious
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- Persuasiveness
  - Follow up and follow through.
  - Critical analytical thinking
  - Business acumen
  - Strategic thinking

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## REMUNERATION & BENEFITS

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**Remuneration Package: R864 336 – R1 018 155 per annum**

Total Cost to Company per annum inclusive of all benefits and company contributions.

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### PLEASE NOTE:

**Closing date: 19 February 2024**

Interested applicants must complete and submit an **Employment Application Form** available on the NSFAS website. The form must be supported by a detailed Curriculum Vitae which includes amongst other things the vacancy name/position title you are responding to, copies of academic qualifications, Identity Document, and names of three contactable referees. The response must be addressed to the attention of Thokozile via the following email address: **jobs@nsfas.org.za**.

Please note the following contact details are for enquiries about **JOB CONTENT ONLY** and **NOT** for application purposes.

**For Enquiries please contact:** Email: ThokozileM@nsfas.org.za

The NSFAS does not consider late applications. The NSFAS talent acquisition team only corresponds with Shortlisted Candidates. Should you not hear from the NSFAS talent acquisition team within 2 months from the closing date, please consider your application unsuccessful.

\*\* NSFAS committed to employment equity. Preference will be given to candidates who improve employment equity considerations \*\*



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“NSFAS is committed to providing equal opportunities and practicing affirmative action employment. It is our intention to promote representivity (race, gender, disability) in the organisation through filling of this position and candidates whose appointment will promote representivity will receive preference. “

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