

Change Manager, Knowledge Management

Job ID

REQ-10040959

Mar 14, 2025

Ireland

Summary

The Knowledge Management (KM) Change Manager works closely with key stakeholders to lead the design, development and delivery of change management initiatives to support adoption of KM solutions.

About the Role

Location: Ireland , Hybrid and UK, remote

Job Purpose

The Knowledge Management (KM) Change Manager works closely with key stakeholders to lead the design, development and delivery of change management initiatives for knowledge management solutions. These aim at creating, sharing and effectively using the knowledge and information of the organization. As such, the KM Change Manager excels at influencing and communicating with stakeholders at all levels and equipping them to ensure successful adoption and engagement throughout business transformations. KM Change Managers support high-profile strategic initiatives around deploying powerful GenAI solutions, driving business transformations and implementing new strategic capabilities for the organization.

Major Accountabilities

Stakeholder management

- Develop and own relationships with key stakeholders, including senior colleagues
- Think strategically about stakeholder management: identify, prioritize, understand and align stakeholders; pro-actively manage or pre-empt conflict; effectively influence toward positive outcomes
- Understand and learn how to operate within the prevailing cultures around the business, creating internal partnerships, fostering collaboration and recommending strategies that fit the culture and business model

Change management

- Lead, drive and deliver change management and communication in collaboration with business stakeholders and vendors to enable successful awareness and adoption of knowledge management solutions. This includes understanding and being able to influence stakeholders as well as developing and executing change management strategies.
- Develop and deliver change deliverables, including training and communications (plans and materials) and deliver associated activities (workshops, trainings, presentations, newsletters)
- Use a combination of storytelling, strategic thinking and data-driven insights to recommend actions and influence customer behavior
- Define and measure KPIs to quantify change adoption and impact, and evolve change strategies and

plans in line with business needs

- Develop and manage Communities of Practice to foster a KM culture within the business
- Act as change management expert for knowledge management, keep up-to-date on industry best practices, and proactively incorporate new approaches and learnings into KM projects

Project ownership

- Manage ambiguity, take ownership of engagements and act proactively around strategy, ongoing delivery and continuous improvement with a focus on business stakeholders' satisfaction and business value-add
- Plan and organize work with customers and within the delivery teams
- Own deliverable quality and timeliness; track and report on progress; monitor, manage and raise risks appropriately

Impact on the organization:

Role required to deliver KM solutions from Business Solutions International (BSI)

Ideal Background

Education (minimum/desirable):

Bachelor's degree in relevant discipline, e.g. Organizational Development, Human Resources, Communications, or related. Master's degree a plus. Change Management certification a plus.

Languages:

- Native/ near native level in English (both written and spoken)
- Fluency in additional languages a plus

Experience:

- 10+ years of experience leading and delivering change management in a knowledge management or business consulting context (change management strategy development and execution, including development and delivery of comms and training)
- Ability to communicate complex ideas simply and visually required
- Ability to fully integrate in KM Change team and learn and adopt KM Change methodology
- Stakeholder management
- Communication skills
- Experience working in multinational, multicultural environments required
- Hands-on experience with graphic design and video editing is desirable
- Hands on experience and knowledge of emerging KM tools and technologies is a plus

Abilities

- Strategic thinking and Problem Solving
- Dexterity and Continuous Learning
- Consistency and accountability
- Communications, Persuasion and Networking
- Data and Analytics

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Division

Operations

Business Unit

CTS

Location

Ireland

Site

Dublin (NOCC)

Company / Legal Entity

IE02 (FCRS = IE002) Novartis Ireland Ltd

Alternative Location 1

London (The Westworks), United Kingdom

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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