

POSITION DESCRIPTION

Position Title: Organisational Change Manager – S/4 HANA Programme	Direct Manager: S/4 HANA Programme Manager	
Budget Responsibility: Nil	Direct Reports:	Indirect Reports:

WHAT YOU'RE HERE TO ACHIEVE

Key purpose:

Lead change processes associated with Gallagher's S/4 HANA transformation. Drive adoption of new ways of working by preparing, supporting and enabling individuals and teams to successfully transition to future-state processes aligned to the new platform.

WHERE YOU'LL FIT IN #TEAMGALLAGHER



WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
S/4 HANA Programme Manager ELT S/4 HANA Project team stakeholders	Implementation Partner SAP advisors/account team S4 HANA related vendors or third party providers

Business Unit Leaders and Functional Leads P&B PMO Change Champions	
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WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
Change strategy and Planning	<ul style="list-style-type: none"> • Develop and maintain an integrated change management strategy aligned with key out of box programme principles and associated goals and timelines. • Define change impacts across Gallagher processes, working closely with workstream leads. • Create and maintain a detailed change plan covering communications, engagement, and readiness activities. • Establish change success measures and monitor progress throughout the programme lifecycle. • Align change activities with the overall project plan, escalating risks or barriers to adoption.
Stakeholder Engagement:	<ul style="list-style-type: none"> • Identify and map key internal and external stakeholders across the business. • Build strong relationships to understand concerns, influence readiness, and drive engagement. • Design and deliver clear, timely, and targeted communication aligned to key programme milestones. • Partner with Group Communications Manager to align messaging and channels for maximum reach and impact. • Proactively manage stakeholder feedback and adjust engagement plans as needed.
Business Readiness & Adoption	<ul style="list-style-type: none"> • Assess and manage business readiness at key stages of the programme, in particular readiness for ways of working process change to fit the out of the box principle. • Work with relevant leaders to prepare teams for new ways of working. • Lead the design and implementation of role-based change plans to support adoption. • Establish and support a network of change champions. • Monitor adoption progress and address resistance through targeted support.
Learning and Capability Development	<ul style="list-style-type: none"> • Collaborate with the People team and the system integrator to define training needs and delivery methods. • Oversee or coordinate the development of training materials, job aids, and process documentation. • Ensure training supports both system use and new process understanding.

	<ul style="list-style-type: none"> • Support capability-building initiatives to enable long-term success beyond go-live particularly in respect of ongoing system & process governance to maintain out of the box (& other) principles. • Evaluate training effectiveness and refine approaches as required.
Collaboration with External partners/vendors	<ul style="list-style-type: none"> • Act as the key liaison between Gallagher and external change, training, or system integration partners. • Align internal change activities with external partner plans and deliverables. • Ensure external providers understand and adapt to Gallagher's business context and culture. • Monitor performance of external change resources and escalate delivery risks where needed. • Integrate external support into Gallagher's broader change and communications framework.

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

HOW YOU'LL BE DOING IT

Qualifications and / or Experience:

- Proven experience leading organisational change for large-scale global transformation programmes, ideally involving ERP or process-driven change (e.g. SAP S/4 HANA).
- Demonstrated success in managing stakeholder engagement, business readiness, and adoption across multiple business functions.
- Experience in change planning, impact analysis, communications, and learning strategies within complex organisations.
- Familiarity with structured change methodologies (e.g. Prosci, ADKAR, Kotter, or similar).
- Experience working alongside external partners (e.g. system integrators, training vendors, change consultants) in programme delivery environments.

Skills / Competencies:

- Strong interpersonal and relationship-building skills, with the ability to influence and coach at all levels.
- Excellent communication and storytelling skills – able to translate complex change into simple, clear messaging.
- Highly organised with strong planning and coordination skills; able to manage multiple change streams in parallel.
- Confident facilitator, able to run workshops, change impact sessions, and stakeholder briefings.
- Resilient, pragmatic, and adaptable – able to work in an evolving environment and navigate ambiguity.
- Skilled in identifying, understanding, and constructively addressing resistance to change.

OPTIONAL EXTRAS

- Out of hours to accommodate global time zones as project progresses.



- Domestic and International travel a requirement.
- Based in Hamilton and must be present in the office more than out.

Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

