



Manager, Change Management Office (CMO)

Pune, Maharashtra

Office based.

About the role

The Idox Group is an AIM-listed plc, a multinational company with a UK HQ and an international outlook. We build software for government and industry to work better and comply with regulations, and are market leaders, with a broad portfolio of Products and providing services built on insight and honed with technological advances and smart apps. <http://www.idoxgroup.com>. In Pune, we are continuing to build an Indian hub, growing skilled teams of Customer Success specialists. Developers, QA Engineers and Managed Services specialists, supported by our Group professional support teams, including our international People team.

In today's rapidly evolving business environment, organisations must continuously adapt to remain competitive and achieve their strategic goals. This adaptation often requires managing complex changes effectively, which is where the role of a **Change Management Office (CMO) Manager** becomes critical. A CMO Manager spearheads the efforts to facilitate, manage, and oversee organizational change, ensuring that transitions are smooth and successful, and that senior leaders and colleagues remain informed and able to make quick decisions.

Within Idox, the role of the CMO Manager is pivotal in guiding our organisation through operational and transformative changes. By developing and implementing effective change management strategies, engaging stakeholders, and addressing challenges, the CMO Manager ensures that the organisation can adapt and thrive in a dynamic environment. With the right skills and competencies, a CMO Manager can lead successful change initiatives that drive sustainable growth and innovation. As a subject matter expert in their field, the CMO Manager will guide and coach colleagues across the business, reinforce process adoption and own the governance framework and related tools for all change and transformation activities. With a great level of attention to detail, and as a confident communicator, the CMO Manager will regularly prepare a holistic view via consolidated reporting, data analysis and effective communication of status updates including risks, issues and project budget reporting alongside benefits tracking.

The CMO Manager will report to the Group Head of Organisational Development and Design. In particular, we are looking for an experienced professional with solid experience of organisational change, transformation and growth. We'd like you to bring expert communication and reporting skills, and be skilled in scheduling and oversight of work to completion – you should bring confidence in designing and collaborating via self-explanatory dashboards. We are hoping you will bring a purposeful energy to the role, and be a vital part of our transformation teams.

Key Responsibilities

DATA ANALYTICS and REPORTING

- Defining, setting and measuring KPIs such as impact of change, rate of adoption, stakeholder feedback mechanism etc.
- Analysing data to monitor the effectiveness of the change and ability to adapt to storytelling for a varied group of stakeholders
- Curate meaningful information from group of collaborative and individual stakeholders, communicate to and from leadership and functional experts.

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STAKEHOLDER MANAGEMENT, LEADERSHIP and INFLUENCE

- Influence stakeholders, build consensus, and drive collective efforts towards achieving desired outcomes.
- As an influencer of senior stakeholders and colleagues who own change initiatives, the CMO Manager will apply emotional intelligence, with the ability to build strong, trusted relations and effectively support the planning, implementation and post implementation activities.

STRATEGIC THINKING

- Strategic thinking skills are essential for developing effective change management plans that align with the organization's long-term goals. The CMO Manager must be able to analyze complex situations, identify opportunities, and devise innovative solutions
- The CMO Manager will play a pivotal role in ensuring that the change agenda items are complimentary and value add to the overall organisational strategy.

COMMUNICATION

- Build strong relations with Internal Communications and People & Talent team colleagues; we believe that people are at the core of change and colleague engagement
- Colleague satisfaction is a priority when planning any form of change across the organisation
- Design, development and implementation of standardised Communications plans.

CHANGE and RISK MANAGEMENT

- The CMO Manager will plan, execute, and monitor projects, ensuring that they are completed on time and within budget
- As this is a new role to Idox, the CMO Manager will work closely with the Head of Organisational Development & Design, and other senior leaders to embed the desired operating model
- The CMO Manager will be responsible for designing and implementing the necessary processes and governance, including an effective Risk Management framework
- The CMO Manager will monitor the impact of the changes to the organisation or business units
- Will be expected to quantify balance of benefits vs risks prior to change implementation, and report.

EMOTIONAL INTELLIGENCE

- Understanding and managing emotions is key to handling resistance and fostering positive relationships. Embedding the change is a critical phase and there will be a need to support training, coaching and ongoing embedding of change within the business, with an ability to pivot or respond to business needs as required.

To be successful, you'll need to bring:

- 7 to 10+ yrs of experience working in the Organisation Change Management discipline with US, UK or European companies or clients
- A good understanding of various cultures; appreciation for the differences and sensitivities is critical for this role which touches colleagues globally
- A business qualification in Human Resources, Business, Psychology, or Data Analytics, with experience in HR analytics, consulting, or a related field
- Project Management: Strong skills in managing multiple projects, ensuring alignment with broader strategic goals
- Data Visualization: Proficiency in presenting complex data clearly using standard tools
- Strategic Communication: communication skills to engage stakeholders and drive data led recommendations in the context of business strategy and objectives
- Insight Translation: Ability to convert complex data insights into clear, strategic narratives
- Emotional Intelligence: Empathy, adaptability, and ability to navigate interpersonal dynamics effectively.

Additional desirable qualities:

- Good knowledge of local regulations in India and Maharashtra, with associated processes related to business
- Understanding of office culture in international locations.

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments. Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 660 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

Our Values



Dynamism
We shape our future



Responsibility
We are accountable for our actions



Integrity
We do the right thing



Valued
We value each other



Excellence
We set the benchmark for quality

DRIVE

The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits



Family friendly

We understand how important family is to our employees and provide support through difficult times such as bereavement. Idox offers excellent pay and leave benefits for parents and carers welcoming children.



Community

You will have the opportunity to participate in community and local activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and support employees who choose to carry out volunteer work.



Be heard

Our employee voice is a huge part of life at Idox. We have a number of employee initiatives which support our colleagues to make the most out of their role in Idox. From mental health support to regular CEO Broadcasts, we empower our people to have an impact across our organisation.



Your development

The Idox mentor scheme helps pair you with experienced colleagues to help you achieve personal and professional growth. We also have leadership development and training opportunities to support your career progression.

How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration / CTC*) explaining why you feel you would be suited to this role to join.us@idoxgroup.com

Please note successful applicants will need to satisfy the necessary background verification as a standard part of hiring process. This is in order to help us make safer recruitment decisions and prevent unsuitable people from working with access to personal and sensitive data.

Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview. Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>