

Job Description



Job Title	Savings Change Lead	
Date & Version	April 2026	Version: 2.0
Reports to:	Savings Operations Manager	
Direct Reports:	Senior Savings Assistant	
Produced by:	Product and Proposition Director	

 **Leek, St Edward Street**  **Full time, permanent**  **35 hours**

Job, purpose and scope

As a Savings Change Lead, you will represent the Savings teams throughout the change lifecycle, supporting initiatives from early definition through to implementation and post-go-live support. You will help ensure that business requirements are clear and achievable, operational impacts are understood, risks are managed, and colleagues are ready and supported through change.

The role combines business analysis, business testing, operational readiness and change adoption, working closely with Change colleagues, operational teams and wider stakeholders to ensure successful outcomes.

Shape and deliver transformational initiatives that support the Society's strategic objectives.

Duties and key responsibilities

- Drive change and Lean Operational Excellence (OpEx) adoption in a supportive, colleague centred way, embedding continuous improvement principles while listening to feedback, addressing concerns and ensuring colleagues feel informed, involved and assured throughout change.
- Responsible for ensuring that change delivered into the savings area is fit for purpose, well understood and fully adopted.
- Act as the primary point of contact for the savings team on change initiatives. Work closely with the Change Team to ensure business needs, constraints and priorities are clearly understood.
- Provide a strong operational voice into change discussions, solution design and decision-making. Ensure clear, timely and two-way communication between project teams and operational colleagues.

Duties and key responsibilities

- Supporting the identification, definition and validation of business requirements, ensuring they reflect real operational needs. Working with stakeholders to clarify what “good” looks like and how success should be measured.
- Oversee requirements and proposed solutions to ensure they are practical, compliant and aligned to business processes. Support traceability between requirements, testing and implementation outcomes.
- Responsible for planning, coordinating and executing business testing activities, including system, process and scenario-based testing. Developing and maintaining test scenarios that reflect real-world business use.
- Responsible for assessing business readiness ahead of implementation, identifying gaps and actions required to support go-live. Including, identifying training, guidance or communication needs for colleagues affected by change.
- Ensure processes, procedures and supporting materials are updated where required.
- Proactively identifying operational risks, issues and dependencies related to change. Escalating concerns appropriately and supporting mitigation actions.
- Maintaining awareness of regulatory, control and customer/member impacts within the Savings environment.

Conduct Obligations

Conduct Rules

All employees and NEDs are expected to act in accordance with the PRA and FCA Conduct Rules:

- You must act with integrity.
- You must act with due skill, care and diligence.
- You must be open and co-operative with the FCA, the PRA and other regulators.
- You must pay due regard to the interests of customers and treat them fairly.
- You must observe proper standards of market conduct.
- You must act to deliver good outcomes for retail customers.

Financial Crime

All employees and NEDs are expected to:

- Be aware of their personal legal obligations and the legal obligations of the Society in relation to Financial Crime
- Be aware of the Society’s Anti-Money Laundering systems and controls and follow the Society’s procedures
- Be alert for anything suspicious in respect of money laundering or fraud and report any suspicions in line with internal procedures
- Do not discuss any suspicions with anyone outside of the Society and do not ‘tip off’ a customer or prejudice an investigation

Person Specification

<p>Qualifications and knowledge</p>	<p>Essential</p> <p>Regulatory Knowledge (Internal Training Provided):</p> <ul style="list-style-type: none"> • TCF/Conduct Risk • FCA Regulation – BCOBS & Senior Manager Regime/Certification Regime/Conduct Rules • Anti-Money Laundering • Data Protection Act • Equality Act / Equal Opportunities • Complaints Procedure • Health and Safety <p>Desirable</p> <ul style="list-style-type: none"> • Business Change Management Qualifications (or equivalent) • Project Management Qualifications (or equivalent) are advantageous
<p>Experience</p>	<ul style="list-style-type: none"> ▪ Strong understanding of operational processes, ideally within Savings or a similar regulated environment. ▪ Experience supporting or leading business change, testing or implementation activities. ▪ Experience in continuous improvement. ▪ Proficient in creating business change documentation, including policies, standards, processes and procedures. ▪ Confident working with stakeholders to define requirements and manage impacts.
<p>Skills and abilities</p>	<ul style="list-style-type: none"> ▪ A practical, delivery-focused approach to problem solving and change adoption. ▪ Strong communication, organisation and attention to detail. ▪ Comfortable working with ambiguity and evolving priorities. ▪ Ability to think strategically and to identify opportunities. ▪ Able to prioritise opportunities, challenges and tasks to achieve successful outcomes. ▪ A complete commitment to delivering the right customer outcomes. ▪ Knowledge of Six Sigma/Lean Operational Principles desirable. ▪ Proficiency with Microsoft Office suite. ▪ People leader with the ability to inspire, motivate and develop team members to achieve business objectives and reach their full potential.
<p>Other Requirements</p>	<ul style="list-style-type: none"> • Travel to other business locations when required

