

JOB DESCRIPTION

Name: Vacant	Role Title: Head of Change Management
Line Manager Name: Danny Firth	Line Manager Title: Chief Operating Officer
SMCR Role:	Conduct
People Management Responsibilities:	Yes
Date Reviewed:	June 2026

Useful Background

London CIV is the Operator of an Authorised Contractual Scheme, several Exempt Unauthorised Unit Trusts (EUUTs) and a Scottish Limited Partnership. It has a Pensions Advisory and Support Service and has developed its MiFID business in recent years to support the transition of all London LGPS assets to London CIV.

Purpose

As the Head of Change Management, you will play a pivotal role in driving London CIV's enterprise change agenda. Reporting directly to the Chief Operating Officer (COO), you will be responsible for ensuring that London CIV change initiatives are:

- aligned to strategic objectives, regulatory requirements, and partner fund expectations.
- effectively planned and governed.
- delivered as planned while ensuring minimal disruption and maximum adoption across the organisation.
- deliver the benefits envisaged.

Within London CIV's context, you will support our mission to deliver efficient, well-governed pooled investment solutions to LGPS partner funds, operating within an FCA-regulated, shareholder-led governance framework.

Key Responsibilities

Change Strategy and Leadership

- Define and own the change management operating model, including governance, frameworks, forums, decision gates and escalation mechanisms.
- Act as a strategic advisor to the Executive Committee, helping to shape priorities and ensuring alignment with organisational goals.
- Ensure clear accountability for sponsorship, ownership and outcomes of all material change initiatives.
- Promote a culture of adaptability, continuous improvement, and innovation across the organisation.

Change Delivery, Oversight and Assurance

Note: This job description is aimed to be illustrative and is not exhaustive of all the duties and responsibilities which could be contained within this position. The role holder may be asked to undertake other duties and responsibilities which are commensurate with this area of work and grade.

- Maintain an organisation-wide view of the change portfolio, ensuring sequencing and dependency management across change initiatives to minimise delivery risk and operational disruption.
- Establish clear reporting, delivery plans, milestones, risks, and interdependencies across programmes and projects.
- Intervene where delivery, resources, controls or adoption are at risk, working with senior sponsors to restore momentum and confidence.
- Ensure change initiatives are delivered on time, within budget, and with defined benefits realisation.

Reporting & Stakeholder Engagement

- Build and maintain strong collaborative relationships with the Executive Committee, internal business functions and key strategic partners.
- Provide clear, concise and timely reporting to Executive Committee and relevant committees on change status, risks, dependencies and capacity.
- Support the Executive Committee by ensuring clear communication of change vision, impacts, and benefits to secure buy-in both internally and with Partner Funds.
 - Work closely with the COO to help shape the long-term goals and vision for your business area as well as the broader Operations team.

Capability Building and Leadership

- Lead and develop a high-performing change management function, setting clear objectives and development expectations.
- Act as an internal centre of excellence for change management, promoting consistent standards and continual improvement.
- Coach senior leaders and sponsors in effective ownership and leadership of change.
- Through working closely with the COO and other senior leaders, the role holder will be responsible for fostering the long-term culture of the Operations team, and broader London CIV organisation, through inspiring teams, developing talent, and role modelling what good looks like.

Key Skills and Experience

Essential

- Significant experience leading enterprise-wide change within a regulated financial services environment (e.g. asset management, pensions, or similar).
- Proven delivery of complex, cross-functional change and transformation initiatives.
- Strong understanding of governance, risk management, regulatory expectations and industry best practice as they relate to change delivery.
- Demonstrable experience operating at senior leadership level and building collaborative working relationships with Executives.
- Proven people leadership, with experience building and leading change or transformation teams utilising both permanent, and temporary and third-party resourcing strategies.
- Strong relationship building and the ability to manage competing demands.

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- Strong communication skills, able to clearly disseminate priorities, approach and progress and manage related conflicts across the business.
- A strong personal commitment to professionalism, integrity, and equality, consistent with the Nolan Principles of public life.

Desirable

- Experience within LGPS, asset pooling, or public-sector investment environments.
- Familiarity with FCA regulatory frameworks, including ICARA.
- Experience of technology-enabled transformation and outsourced operating models.
- Formal change management qualification or equivalent practical experience.

What we offer

Our values sit at the heart of everything we do. To truly foster a collaborative and supportive workplace, we offer all employees a range of benefits, including:

- From day one, you'll have on-the-job learning opportunities across a range of asset classes and exposure to leading investment managers, with plenty of hands-on experience to support your development.
- Financial support and paid study leave for relevant qualifications or professional development as part of your continuous learning journey.
- A company culture that champions innovation, continuous learning, and personal responsibility within a modern and flexible working environment.
- Employees typically work in the Southwark office a minimum of 50% per fortnight. Our Southwark office operates a hot-desk system and includes access to an on-site gym.
- A minimum of 29 days' annual leave per year, plus public holidays.
- A generous pension scheme, enhanced family-friendly policies, and a variety of insurance and wellbeing benefits.

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