

Lead - Organizational Change Management

Baltimore City Public Schools ("City Schools") is undertaking an exciting multi-year journey called the Administrative Modernization Project ("AMP") to improve our Human Capital, Finance and Information Technology business processes and replacing our more than 20-year-old Enterprise Resource Planning (ERP) technology. City Schools is taking a customer- and business process-approach to drive the development, configuration, and adoption of the new business processes and technologies associated with the initiative.

Our approach to organization development, change management, and training is centered on the matrix of relationships among individuals, teams, and the system-level of the organization. We are preparing our workforce to respond to the complexity and volatility of the world we work in. In City Schools, we incorporate mind, body, heart and soul in our work to ensure that we fully embrace the diversity and gifts of each person, recognizing that they have more to offer than just what is in their position description.

This is an 18- to 24-month temporary, contract position, likely extending no later than December 2025, reporting to the System Learning and Development team within City Schools' Office of Human Capital. We are seeking a change management practitioner with organizational development experience to collaborate with our ERP project team and training team to develop human-centered organizational change and training. This includes using organization tools and interventions to assist in high-touch design, training, and implementation services to support successful ERP delivery.

Essential Functions

The successful candidate will:

- Collaborates with our ERP project team in the creation of multiple channels of two-way engagement and training for all City Schools employees about new business practices and technologies associated with AMP.
- Works cross-functionally with the ERP project team and in collaboration with users, user groups, and subject matter experts to create interventions, including simple marketing videos, training, and workshops, as well as conduct assessments and evaluations.
- Supports the teams' implementing processes and technologies in person and online.
- Collaborates with project stakeholders to deliver and own the training and development during and after the initial roll out of new business processes and technology delivery; develop systems to archive and continue training support after conclusion of AMP.
- ***Project Management***
 - Coordinates an AMP change management calendar of key communication messages to disseminate and training opportunities to build skill and change practices.
 - Develops and implements behavior change incentives.

- Identifies opportunities for cross-functional collaboration and streamline communications across teams.
- Ensures alignment across project calendar and City Schools' calendar of activities.
- Participates in planning and facilitation of change management activities focused on end-users.

Training

- Diagnose organizational and training needs associated with the implementation of new AMP technologies and related business processes.
- Designs, schedules, communicates, and delivers training and interventions at the individual, group, and organization, levels.
- Provides feedback about training and interventions from and to users and stakeholders.
- Supports and develops staff in delivering training and interventions.
- Collaborates with ERP project team and partner vendors to implement different channels for interventions and training.

Change Management

- Create a network of change agents and change ambassadors across the organization to develop broad organization development and training capabilities (i.e., knowledge transfer)
- Develop protocols for business process improvement across administrative offices
- Partner with subject matter experts to coordinate, frame, and integrate standard operating procedures for business practices and training modules
- Participate in planning and facilitation of change management activities

Desired Qualifications

- Bachelor's degree required. Degree must be from an accredited college or institution.
- At least five years' experience implementing change management and organizational development.
- Prior experience with ERP implementation preferred.
- Outgoing and flexible.
- Loves teaching and being a learner.
- Proficiency in Microsoft Office and business administration software.
- Exceptional interpersonal and communication skills.
- Superb self-leadership and collaboration abilities.
- Excellent analytical, organizational, and time-management skills.

Full time

Additional Details

Qualified candidates for the above position must submit the following:

- Completed online application
- Resume that clearly demonstrates the above minimum qualifications. It is important that you include all experiences and education related to the position to which you are applying.
- Upload copies of all transcripts -undergraduate, graduate and all MSDE Certifications
- Must provide three (3) professional references to include: name, title, business address, e-mail address and phone number
- All documentation/certification necessary (scanned copies accepted) to substantiate minimum qualifications; must be uploaded into application

All documentation must be scanned and uploaded to application. This position is not eligible for benefits.

- Baltimore City Public Schools ("City Schools") does not discriminate in its employment, programs, and activities based on race, ethnicity, color, ancestry, national origin, nationality, religion, sex, sexual orientation, gender, gender identity, gender expression, marital status, pregnancy or parenting status, family structure, ability (cognitive, social/emotional, and physical), veteran status, genetic information, age, immigration or citizenship status, socioeconomic status, language, or any other legally or constitutionally protected attributes or affiliations. Discrimination undermines our community's long-standing efforts to create, foster, and promote equity and inclusion for all. Some examples of discrimination include acts of hate, violence, harassment, bullying, or retaliation. For more information, see City Schools' [non-discrimination statement](#) City Schools also provides equal access to the Boy and Girl Scouts and other designated youth groups.

For inquiries regarding the nondiscrimination policies, please contact the Equal Employment Opportunity Manager, 200 E. North Avenue, Room 208, Baltimore, MD 21202; 410-396-8542 (phone); 410-396-2955 (fax).