

KM Change Lead

Job ID
REQ-10088140
Сен. 30, 2026
Индия

Сводка

The Associate Director, Knowledge Management Change Management & Adoption Lead is accountable for the Change Management and Adoption capability within the BSI Knowledge Management organization. The role defines and evolves the strategy, methodology, standards and best practices required to enable successful adoption of Knowledge Management solutions across the organization.

Working closely with business stakeholders, sponsors and KM solution teams, the role drives awareness, readiness, adoption, sustainable behavior change and value realization. It applies behavioral science, user-centered design, gamification, user feedback and adoption analytics to continuously optimize change interventions, improve the end-user experience and maximize measurable business impact.

The Associate Director leads a team of Change Management professionals, provides strategic guidance to senior stakeholders and helps identify new opportunities where Knowledge Management can create value

About the Role

Key Responsibilities

Change Management Leadership

- Define, implement and continuously enhance the Change Management and Adoption framework, methodologies, governance, standards and best practices for Knowledge Management (KM) initiatives.
- Drive consistency, quality and scalability of change management practices across the KM portfolio.
- Incorporate behavioral science, user-centered approaches and data-driven methodologies to improve adoption outcomes.

Change Strategy & Adoption

- Develop and execute enterprise-wide change management and adoption strategies for KM and digital transformation initiatives.
- Design and implement stakeholder engagement, communication, training, readiness and reinforcement plans.
- Leverage champion networks, communities of practice, recognition programs and gamification techniques to drive sustainable behavior change.

Portfolio Governance & Delivery Oversight

- Oversee change management activities across multiple projects and programs, including prioritization, resource allocation, capacity planning and delivery governance.
- Provide leadership reporting on adoption, engagement, value realization and program performance.
- Identify risks, recommend mitigation plans and ensure successful change outcomes across initiatives.

End-User Engagement & Continuous Improvement

- Conduct workshops, listening sessions, co-creation activities and feedback forums to understand user needs and challenges.
- Translate user insights into actionable recommendations that improve solutions, user experience and adoption strategies.
- Establish continuous feedback mechanisms to drive ongoing improvement and engagement.

Adoption Analytics & Value Realization

- Define and track KPIs related to adoption, engagement, usage, behavioral change and business value.
- Analyze usage metrics, search trends, content engagement and AI-driven insights to identify adoption opportunities and barriers.
- Develop targeted interventions and leadership recommendations based on performance data and user behavior insights.

Stakeholder Management & Sponsorship

- Partner with senior leaders, sponsors and key stakeholders to build alignment and secure commitment to change initiatives.
- Manage stakeholder expectations, address resistance and influence decision-making through evidence-based recommendations and storytelling.
- Lead risk assessment and readiness activities to ensure successful adoption and value realization.

People Leadership

- Lead, coach and develop a team of Change Management professionals.
- Drive performance management, capability building, workforce planning and succession management.
- Foster expertise in behavioral science, change leadership, stakeholder engagement and adoption analytics.

Knowledge Management Advocacy

- Act as a KM ambassador with business leaders and stakeholders.
- Identify opportunities to expand KM adoption and demonstrate measurable business value.
- Support strategic partnerships and initiatives that strengthen organizational knowledge-sharing capabilities.

Essential Requirements

- Bachelor's degree in Business, Organizational Development, Human Resources, Communications, Knowledge Management or a related discipline.
- 12+ years of experience in Change Management, Organizational Transformation, Adoption, Knowledge Management, Consulting, Communications, Project or Program Management within a corporate environment.

- Proven experience leading large-scale, complex change and transformation initiatives from strategy through adoption and value realization.
- Strong experience working with and influencing senior stakeholders in global, matrixed organizations.
- Demonstrated experience partnering with Europe-based stakeholders and managing geographically distributed teams.
- Proven people leadership experience, including coaching, talent development, performance management and capacity planning.
- Strong expertise in stakeholder engagement, sponsorship management and resistance management.
- Experience applying behavioral science and user-centered design principles to improve adoption outcomes.
- Strong analytical skills with experience using adoption, engagement and usage data to drive change interventions.
- Experience supporting digital, technology, AI-enabled, data or Knowledge Management solutions.
- Excellent communication, facilitation, presentation and storytelling capabilities.
- Demonstrated ability to manage multiple priorities and drive results in a fast-paced environment.

Desirable Requirements

- Experience within Life Sciences, Healthcare or other highly regulated industries.
- Professional certifications in Change Management (Prosci, ACMP, APMG or equivalent).
- Experience leading global Knowledge Management transformation programs.
- Exposure to AI-enabled knowledge solutions, enterprise search platforms and digital workplace technologies.
- Knowledge of gamification, community-building and engagement frameworks.
- Experience with adoption analytics, dashboard development and value realization measurement methodologies.
- Consulting background with experience advising executive leadership teams.
- Familiarity with organizational design, operating model transformation and enterprise change initiatives.
- Advanced facilitation and workshop design expertise.
- Strong understanding of continuous improvement and operational excellence practices.

Key Skills

- Change Management & Organizational Transformation
- Stakeholder Engagement & Executive Influencing
- Change Adoption & Behavioral Science
- Strategic Communications & Storytelling
- Adoption Analytics & Data-Driven Decision Making
- Knowledge Management
- People Leadership & Team Development
- Portfolio & Program Governance
- Risk & Readiness Management
- User-Centered Design & Voice of Customer
- Value Realization Measurement
- Continuous Improvement & Innovation
- Gamification & Engagement Strategies

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International

Business Unit

Corporate & Division Services

Место

Индия

Сайт

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Маркетинг

Job Type

Full time

Employment Type

Regular

Shift Work

No

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