

JOB DESCRIPTION

Vacancy reference:	SRF41776
Post Title:	Digital Change Analyst
Grade:	Grade 6
School/Department:	Digital Technology Services
Reports to:	Senior Programme and Project Manager
Responsible for:	N/A

Purpose

The Change Analyst will work within the Digital Portfolio Team (DPT), which sits in the Applications Development and Digital Transformation area of Digital Technology Services (DTS). Working within one or more project teams, this role will assist with the handover of projects to business as usual, collaborating with staff throughout the University, including senior managers, to provide the support necessary to successfully implement and transition the project/s.

Main duties and responsibilities

1. Assist and advise Project Managers with regard to service transition as required throughout the project lifecycle, undertaking the role of workstream lead for transition activities on larger projects
2. Act as project lead/co-ordinator for smaller projects which have a large communications component
3. Understand what the project objectives and benefits are and communicate these to stakeholders at all levels
4. Help devise change management plans
5. Identify risks associated with the handover of the project
6. Work with Business Analysts to analyse business requirements and objectives in order to advise how the solution and working practices can best meet these
7. Identify and manage anticipated resistance to the change including acting as a contact for concerns from all levels of the organisation
8. Participate in the design of training materials and deliver these to a wide audience from across the University
9. Assist in the creation of online resources to help support the project/s
10. Hold roadshows/demos in University Schools and Departments. The post holder will undertake the necessary planning and preparation for these in advance of the events. They will also be expected to present technologies on display during these sessions
11. Act as a liaison between supplier engineers, internal technical staff and project customers
12. Help devise and document AS IS and TO BE processes alongside Business Analysis colleagues
13. Work with the Project Manager to plan user testing and co-ordinate this on an ongoing basis

14. Develop professional interests and external activities associated with the needs of the services and to promote the enhancement of the University's reputation

Supervision received

The post holder will receive line management supervision from the Senior Programme and Project Manager. They will work as part of project teams and get some tasks from the Project Managers of these projects. They will be expected to manage their time and prioritise their tasks on a day-to-day basis.

Supervision given

None.

Contact

University leadership and managers at all levels. Students, academics and University professional staff; colleagues in comparable positions at other UK universities via the Universities and Colleges Information Systems Association and its constituent groups; external suppliers.

Terms and conditions

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: November 2021

PERSON SPECIFICATION

Job Title	School/Department
Change Analyst	Digital Technology Services

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Excellent interpersonal skills including the ability to listen • Verbal communication skills, including presentation of technical issues for non-specialist audiences and the ability to communicate with technical staff • Written communication skills • Excellent analytical skills and the ability to synthesize information • An ability to build rapport with stakeholders at all levels of a large organisation • Documentation skills, including formal presentation of processes and work-flows • Ability to manage own time and manage multiple concurrent activities • Conflict resolution skills • Undertake effective negotiations 	<ul style="list-style-type: none"> • Demonstrable ability to analyse, collate and present information in a usable format
Attainment	<ul style="list-style-type: none"> • Educated to degree level or equivalent 	<ul style="list-style-type: none"> • ISEB Certificate in Business Analysis or equivalent • Prince2 Certificate or equivalent
Knowledge	<ul style="list-style-type: none"> • Awareness of IT change management principles, techniques and tools 	<ul style="list-style-type: none"> • Understanding of HE Schools and Services and the issues faced by HE when implementing business and system changes

Criteria	Essential	Desirable
Relevant Experience	<ul style="list-style-type: none"> • Working with groups/individuals and understanding their business needs • The production of high quality and consistent documentation • Change facilitation experience within an IT environment • Experience of the stakeholder issues likely to be encountered in complex IT projects • Experience of the change management process 	<ul style="list-style-type: none"> • Experience of working within the HE or Government sector
Disposition	<ul style="list-style-type: none"> • Be a proactive team member and be willing to help-out as the project requires • Have an enthusiastic approach • Persistent and resilient • Commitment to the strategic objectives and values of the University • Able to participate in effective communication to all staff levels within the University • Able to motivate colleagues to deliver quality work for the project alongside their regular job 	
Other	<ul style="list-style-type: none"> • Able to work infrequently at weekends if required • Evidence of continuing personal development in career to date and commitment to ongoing personal development 	

Completed by: Senior Programme and Project Manager

Date: November 2021