JOB DESCRIPTION

JOB TITLE:	Change Manager	ROLE LEVEL:	
DEPARTMENT:	Programmes	REPORTS TO: Chris Mayne	Head of Programmes
MANAGEMENT RESPONSIBILITY FOR:		DATE OF JOB DESCRIPTION:	December 2024

About ITS

One of the UK's most exciting and fastest growing full fibre infrastructure providers. We design, build, and operate ultrafast full fibre network, purpose built to help UK businesses thrive through our 500+ partners community. Rapidly advancing technology means there has never been a more exciting time; for you, for business, and for the future.

ROLE DESCRIPTION:

We are seeking a highly motivated and customer-focused Change Manager to lead and manage change. In this role you will be coordinating organisational change management across various areas within our business. The work will involve closely liaising with cross-functional teams to ensure that all changes meet business expectations and business goals. The ideal candidate will have strong change management experience, excellent problem-solving skills, and a proven track record of managing change successfully across various applications and platforms.

 As an effective Change Manager you will drive assigned change initiatives within ITS. The ideal candidate will have excellent stakeholder management experience and a good understanding of managing change related to IT applications, technical integrations.

Success in this role means you are exceptionally attentive to detail, have a strong analytical background, familiar with risk management and well skilled at forecasting and planning of technical deliverables. You possess strong influencing skills and have worked with external (onshore and offshore) and internal teams of diverse backgrounds.

Main Responsibilities
Change Management:
- To be responsible for Change Management ensuring that governance is defined and adhered to.
- Coordinate key interfaces between Change Management and other processes – in particular, Service Asset and Configuration Management and Release and Deployment Management.
- To co-ordinate the outputs of the Change Advisory Board (CAB) and to perform the role of Change Manager with delegated authority to approve changes that do not require escalation.
- Coordinate the scheduling of all changes to the live service environment after CAB approval.
- Carry out Risk Analysis and Impact Assessment on changes and ensure test plans are carried out to appropriate standards.

- Conducting post-implementation follow-up of failed changes to ensure lessons learnt and identifying the need for Major Incident reviews.
- Ensure that the review of all implementation instructions as received from the CAB for technical feasibility and escalate potential implementation challenges to the CAB.
- Assign responsibility for change implementation to appropriate resources with IT Services
- Ensure that the change implementation schedule and instructions are completely understood by the implementation resources.
- Review all implemented changes against their objectives.
- Make sure user acceptance tests are completed and all defects addressed.
  Assist in the development of orientation, training, performance support, and communication assets necessary for the change initiatives.
- Report on key performance and quality indicators in relation to problem management, particularly in terms of in-depth trend analysis.

Relationship Management:
- Act as the primary point of contact for change and ensuring clear and consistent communication.
- Build strong relationships with stakeholders to ensure satisfaction and understanding of the business requirements.
- Regularly update the Programme lead and PMO on change matters, address concerns, and provide solutions to any issues that may arise.

Technical Skills:
Strong knowledge of project management methodologies (e.g., Agile, Waterfall).
Excellent understanding of financial management and budgeting principles.

Communication Skills:
Exceptional written and verbal communication skills with the ability to convey complex information clearly to customers and internal teams.
Strong negotiation and conflict resolution skills.

Soft Skills:
Customer-focused mindset with a proven ability to build and maintain strong relationships.
Strong problem-solving abilities and a proactive approach to addressing project challenges.
Highly organized with strong attention to detail. Ability to drive prioritisation of requirements with business stakeholders in order to structure effective backlog.

Required/Desired Qualifications and Experience:
- Education: Bachelor's degree in business, Project Management, Engineering, or a related field.
- 3-5 years experience as a Change Manager, managing end to end change.
- Proven in depth change management experience using a variety of change management methodologies.

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- Demonstrated knowledge and experience in change management and communications.
- Experience implementing changes to business processes, technologies, and systems.
- Hands-on experience identifying problems at an early stage and effectively solving problems.
- Proven experience in working in project teams and implementing a change program of work.
- Strong verbal and written communication capabilities
- *Essential* - Experience in industry related change projects and/or typical platforms across OSS and BSS environments.
- Desired - knowledge of SalesForce or similar CRM platforms
- Desired - knowledge of Cloud solutions e.g. AWS/Azure
- Essential - Strong stakeholder management experience
- Strong experience in delivery through third party suppliers
- Essential – exposure and awareness of UX/CX design principles.
- Strong and demonstrable Agile delivery experience (SAFe or Scrum)
- PMP (Project Management Professional) or PRINCE2 certification.
- Experience working in industries such as IT, construction, engineering, or professional services.
- Familiarity with Customer Relationship Management (CRM) systems.
- Experience managing multiple projects simultaneously, often with competing deadlines.