

<b>Post Title:</b>	Change & Release Manager
<b>Grade:</b>	7

## **Job Description**

### **2.1. Purpose**

The IT Change Manager will sit within the Service Management function of IT Services which is responsible for the transition of projects/change into service. Supporting the IT Service Transition Manager the role holder will be responsible for managing both project related and operational changes that will affect or has the potential to affect live services.

The role holder will have full responsibility of ensuring effective control and mitigation of risk to the security, availability, performance and impact on the business and more importantly maintaining our services to staff and students.

### **2.2. Main Duties and Responsibilities**

1. To lead, own and manage the Change Management process including developing change processes and procedures as required
2. Develops implementation plans for complex requests for change. Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security and compliance of the business services impacted). Seeks authority for those activities, reviews the effectiveness of change implementation, suggests improvement to organisational procedures governing change management. Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change.
3. Controls IT assets in one or more significant areas, ensuring that administration of the acquisition, storage, distribution, movement and disposal of assets is carried out. Produces and analyses registers and histories of authorised assets (including secure master copies of software, documentation, data, licenses and agreements for supply, warranty and maintenance), and verifies that all these assets are in a known state and location. Acts to highlight and resolve potential instances of unauthorised assets such as unlicensed copies of software.
4. Leads the assessment, analysis, planning and design of release packages, including assessment of risk. Liaises with business and IT partners on release scheduling and communication of progress. Conducts post release reviews. Ensures release processes and procedures are applied and that releases can be rolled back as needed. Identifies, evaluates and manages the adoption of appropriate release and deployment tools, techniques and processes (including automation).
5. Oversees the day to day change activities within the Group, ensuring the Change process operates effectively and efficiently with all stakeholders, internal and external

6. Responsible for applying Change control procedures when managing change whilst ensuring governance is adhered to throughout the lifecycle of changes. Investigates and reports on hazards and potential risk events within a specific function or business area.
7. Works with service delivery managers and stakeholders within the group to ensure changes are recorded and evaluated, and that authorised changes are planned, prioritised, planned, tested, implemented, documented and reviewed in a controlled manner. Monitors compliance of the Change Management process and provide guidance across the departments ensuring adherence.
8. Implements and contributes to the development of a continuity management plan. Coordinates the assessment of risks to the availability, integrity and confidentiality of systems that support critical business processes. Coordinates the planning, designing, and testing of maintenance procedures and contingency plans.
9. Reviews the effectiveness of change implementation, suggests improvement to organisational procedures governing change management and makes changes to this as appropriate.
10. Leads on the approval /authorisation process of Changes in Change Review Group (CRG), liaising with the stakeholder as required.
11. In conjunction with wider service transition lifecycle and project management methodologies , define classification of Changes, appropriate pathways and authority hierarchy's (Standard/Normal/Emergency)
12. Working with the Service Transition Manager/s to ensure alignment with the overall Service Management Transition lifecycle stage such as service validation, release and deployment
13. Ensure that the assessment, analysis, development, documentation and implementation of Changes is performed. Ensure all changes are assessed according to Risk and Impact and proactively minimise and mitigate the risk of change to services. Carry out all Post-Implementation Reviews (PIRs) for failed or partially failed Changes
14. Liaise with Service Delivery Managers and Strategic Account Managers on change scheduling and communication of progress. Maintain a Forward Schedule of Change (FSC) and identify and manage scheduling conflicts.

**AND** such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

### **2.3. Supervision Received**

Line management is from the Service Assurance & Quality Manager.

## **2.4. Supervision Given**

Change and Release Administrator.

## **2.5. Contacts**

- IT Services staff, including Executive Team.
- Staff and students in other Schools / Support Areas of the University Group.
- External Suppliers and other education institutions.

### 3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<b><i>Education &amp; Qualifications</i></b>	<ul style="list-style-type: none"> <li>• Educated to degree level, or proven business experience as a suitable alternative.</li> <li>• Level 3 service management framework qualification and knowledge of lifecycle or capability elements of ITIL.</li> <li>• ITIL Intermediate Lifecycle Module in Service Transition</li> </ul>	<ul style="list-style-type: none"> <li>• ITIL Certificate in Service Transition or Release Control and Validation</li> <li>• ITIL Managing Across the Lifecycle Qualification (Expert)</li> <li>• PRINCE2 Foundation or above</li> </ul>
<b><i>Knowledge &amp; Experience</i></b>	<ul style="list-style-type: none"> <li>• Demonstrable experience of delivering effective change management in both operational and project / program environments</li> <li>• Evidence of an understanding of new technologies and their support issues</li> <li>• Experience of providing management information and data on IT services and systems</li> <li>• Has broad industry experience in change management and is able to implement a successful change management process from zero to full maturity.</li> <li>• Risk management experience</li> <li>• Previous experience using ITSM toolsets</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working within a University environment</li> <li>• Ability to document processes and procedures in a clear, concise and logical manner</li> <li>• An understanding or experience of overseas delivery</li> <li>• Experience in designing and delivering training to technical colleagues</li> </ul>
<b><i>Interpersonal Skills</i></b>	<ul style="list-style-type: none"> <li>• Demonstrates personal responsibilities</li> <li>• Able to work with conflicting priorities</li> <li>• Ability to work accurately under pressure, to agreed timescales</li> <li>• Strong stakeholder management skills and an ability to influence and persuade others</li> <li>• A natural ability to influence others and work toward a common vision or goal</li> </ul>	

<p><b><i>Job-related Skills, Abilities &amp; Competencies</i></b></p>	<ul style="list-style-type: none"> <li>• Excellent planning and organisational skills</li> <li>• Leadership, stakeholder management, presentation, problem solving and team building skills</li> <li>• Ability to prioritise</li> <li>• Ability to work to own initiative as well as in a team</li> <li>• Confident communicator both written and orally</li> <li>• A champion of change management, actively improving and optimising current processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Similar experience in a higher education environment</li> <li>• Experience in delivering change in an agile framework</li> </ul>
<p><b><i>Other Requirements</i></b></p>	<ul style="list-style-type: none"> <li>• Flexible approach to working hours and location including the ability to travel both nationally and internationally.</li> <li>• An appreciation of other cultures, the global reach of the university and its international agenda.</li> </ul>	