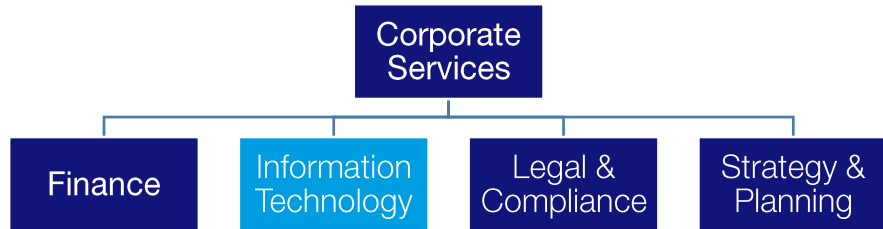
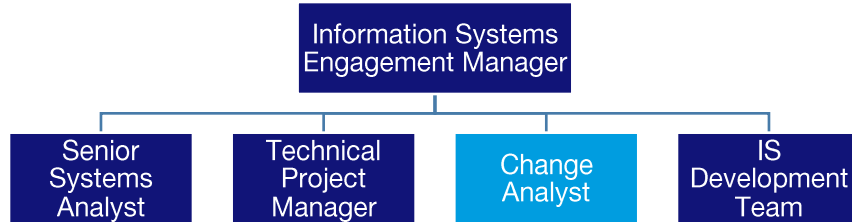


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|---|---|
| Job Title Information Systems Change Analyst | Directorate and team This role sits in the Information Technology in the Corporate Services Directorate |
| Key focus of the role This is a 6 month fixed term role for and Information Systems Change Analyst to come in and influence how change is managed in a busy and bustling Information System Team that is going through a stage of exciting transformation. A key part of this role will be providing recommendations, and assisting implementing new ways of working, within the service desk team to bring a customer centric approach and creating essential documentation around processes. but also help with the creation of a knowledge management solution for both IS staff and our users. | Department:  <pre> graph TD CS[Corporate Services] --> F[Finance] CS --> IT[Information Technology] CS --> LC[Legal & Compliance] CS --> SP[Strategy & Planning] </pre> |
| Key deliverables <ul style="list-style-type: none"> • Embedding a new service desk approach • Delivering new ways of working and training to assist the delivery of a new service desk into operation. • Implement processes to best manage change and train staff to continue with good practise and continuous improvements. • Embedding knowledge management system and processes. • Work on alongside Service desk manager and and senior staff to document changes and over see move of critical documentation into knowledge management system. | Job and reporting Line  <pre> graph TD ISEM[Information Systems Engagement Manager] --> SSA[Senior Systems Analyst] ISEM --> TPM[Technical Project Manager] ISEM --> CA[Change Analyst] ISEM --> IDT[IS Development Team] </pre> |
| Contractual information <ul style="list-style-type: none"> ▪ Contract type: Fixed Term Contract – 6 months ▪ Hours: 35 hours per week Pay range: £41,792 - £43,000k (London based) and £38,674 -£39,792 (regional & home based). <ul style="list-style-type: none"> ▪ Band: 4 | |
| Key working relationships internal Information Technology Team including our Senior Data Engineers, Developers and Support team, plus other Services teams including our Customer Contact Centre, Engagement and Fundraising / Business Support Team Digital Team, process and product owners throughout the organisation | |

Key working relationships external

- Third Party suppliers contracted to support Diabetes UK applications
- External resources brought in to support project delivery (e.g. technical contractors)

All jobs at Diabetes UK are based on a 10-factor competency framework called the **What-How Framework**. We've listed the key activities you'll undertake and the skills, knowledge and behaviours you need to be successful in this role. We've summarised these using four key competency areas in each section, however once appointed, you are expected to meet the requirements of all 10 factors. We'll explain this to you during your induction period. All elements listed below are essential requirements unless shown as (desirable).

Key activities – What you need to do

| Improving Delivery | Managing Resources | Collaborating with Colleagues | Making Change Happen |
|--|--|--|---|
| <ul style="list-style-type: none"> • Support the implementation of a new support desk ticketing system and development of processes around this to assist successful transition to BAU. • Implement IT change management processes to enable triaging of change requests sizing and impact assessments and greater organisational transparency of change. S • Embed transition to service processes to control delivery of systems into operations. • Identify and manage risk mitigation tactics. | <ul style="list-style-type: none"> • Define working practices for the IS support desk Team to adhere to for the ongoing future. • Define clear roles triaging , impact assessing and sizing change requests and responsibilities in the IS Team to manage change and also for managing the documentation of knowledge within the IS Team. S • Implement KPIs and reporting to ensure excellent ongoing management of change, document management and adoption of processes by IT and staff. S | <ul style="list-style-type: none"> • Collaborate with the Service Desk Delivery Manager to develop and implement “Voice of the Customer” programme to assess Stakeholder adoption and perception of new ways of working. • Collaborate with key stakeholders across the organisation to ensure their requirements are addressed for escalation and clarity of reporting. S • Collaborate with all teams, including third parties to ensure changes are tracked appropriately. | <ul style="list-style-type: none"> • Be the conduit to delivering well thought-out, well documented, and well-considered change. • Manage priorities effectively to ensure delivery. • Understand dependencies so that changes to working practices are done effectively. • Implement knowledge management processes that enable easy access to quality information to make future change easier. S • Identification, management, and escalation of resistance to new processes. |

Skills, knowledge and behaviours – How you need to do it

| Improving Delivery | Managing Resources | Collaborating with Colleagues | Making Change Happen |
|---|---|---|---|
| <ul style="list-style-type: none"> • A passion for Service Improvement • Experience in bringing value to organisations through effective change and knowledge management. S • Experience managing the documentation of technical/process changes – not only within formal project environments but also responsive changes via a support desk. S | <ul style="list-style-type: none"> • Experience of implementing changes to working practices to enhance change and knowledge management. • Experience of working in a Managed Services environment desirable. • Experience of providing adoption training on new processes and systems S | <ul style="list-style-type: none"> • Experience of working within project teams. • Experience of working with a support desk and effectively monitoring and tracking changes. • Being a champion for change and knowledge management within the organisation | <ul style="list-style-type: none"> • Experience of implementing cultural changes. • Be willing to be hands-on and dedicated to ensuring change is implemented in a way that is clearly understood and can be reviewed again in the future |

Qualifications – Qualifications you need to carry out this role

- Relevant qualification in the following would be desirable:
 - Change management
 - Knowledge management/ document management
 - Process mapping
 - Business Analysis
 - ITIL processes
- Project Management qualifications with AGILE – is preferred