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| **Job Title:** Change Analyst (L2) | **Current Job Holder(s):** |
| **Department:** Strategic Change | **Date Created/By: 13.7.16 Len Adams** |

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| **DEPARTMENT DESCRIPTION**  The Strategic Change team exists to identify, shape and deliver transformational change in processes and business operating models. Working collaboratively with a range of stake-holders, the Strategic Change team delivers end to end solutions that align to MPS strategy. |

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| **JOB PURPOSE**   * Change Analysts support Project Leads as well as other project resource and implementation team members, to deliver initiatives that align to the vision, design principles of the change portfolio. * The role holder will provide support and challenge as appropriate to ensure that deliveries meet defined requirements and will be expected to support multiple concurrent projects in a matrix environment. * Support development of colleagues by mentoring junior team members |

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| **RESOURCES MANAGEMENT**  **Management responsibility for**: N/A  **Reports to:** Change Analyst Team Leader  **Budgetary/financial framework:** N/A |

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| **KEY RESPONSIBILITIES**   1. Lead with the delivery of end to end process reviews and new operating models. 2. Input to testing deliverables and execution to include test scripting and requirement traceability 3. Gather data and information from a range of sources to evaluate performance and requirements, ensuring that the analysis is reliable and accurate 4. Present research findings in written reports or as oral presentations and disseminate this information in a suitable format for all levels within the organisation 5. Generate detailed analytical support for the design specifications to support business improvement initiatives and engage with individuals across the company to achieve these 6. Support the design of new solutions including writing criteria, business requirements, business operating models, processes / procedures, training and reference information 7. Identify and agree the requirements of given tasks or projects, and establish criteria for evaluation 8. Lead the design, delivery and measurement of trials/pilots 9. Support the delivery and implementation of new ways of working 10. Contribute to the development of detailed activity plans/report on progress 11. Contribute to the design and delivery of project communications 12. Operate within the programme governance framework and provide updates as required |

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| **MAIN JOB REQUIREMENTS AND PERSON SPECIFICATION**  **Education/Qualifications/Training:**   * Educated to degree standard and/or hold relevant professional qualifications * Lean Six Sigma qualification (Green belt or above) * BCS (ISEB) Business Analysis at International Diploma level or above * Knowledge of Agile and Waterfall methodologies   **Specific Experience Required:**   * Minimum of 2 years’ experience of working as an analyst in a formal change environment * Change management, Process Analysis * Good communicator – ability to communicate to a broad audience and converse with all levels * Strong organisational skills – organising self and balance of multiple activities / deliveries * Able to translate good ideas and concepts into practical, usable methods of working * Proven experience of supporting delivery of change – can anticipate points of challenge and explain/advocate the benefits of change * Can process, manipulate, analyse and interpret data * Can cope with the big picture and detail * Able to think cross-functionally (not just one discipline) * Able to identify and remove barriers to change * IT literate and can use MS Office (Word, Excel, PowerPoint, Visio)   **Abilities/Skills/Knowledge:**   1. A good knowledge of customer focused and analysis led change methodology 2. An understanding of full software development life cycle 3. Strong focus on results 4. Resilient and determined 5. Open to two way challenge – able to broker agreement on the way forward 6. Collaborative and co-operative 7. Leads by example 8. Take personal responsibility 9. Happy to work within a project governance framework 10. Good team player with a collaborative approach to working 11. Strong organizational and planning skills 12. ‘Can do’ attitude 13. Proven stakeholder management skills |

**I confirm that this is a true and accurate reflection of this job**

**JOBHOLDER signature:**

Print Name:

Date:

**LINE MANAGER/SUPERVISOR signature:**

Print Name:

Date**:**

**HEAD OF DEPARTMENT (if different from Line Manager above) signature:**

Print Name;

Date: