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Job Title	Change Manager
Department	Operations
Location	Nottingham / Sheffield
Reports to	Head of Service Management
Staff Responsibility	TBC
General Overview of position	The main purpose of the Change Manager's role is to lead the customer Change Advisory Board, ensuring adequate risk assessment and scheduling of technical changes and releases, ensuring all changes are fulfilled in line with customer agreed timescales and expectations.
Main duties & responsibilities	**To include:** • Driving the efficiency and effectiveness of the Change Management processes • Producing and acting upon management information, including SLA performance KPIs and reports to continually improve service quality • Monitoring the effectiveness of change management and making recommendations for improvement • Developing and maintaining the change management process where owned by Littlefish or providing input to client side process owners if applicable • Reviewing and auditing the process • Ensuring that all IT teams follow the change management processes for every change request • Acting as an escalation point for the client and in support to the Littlefish Service Delivery Manager • Stay appraised of industry best practice and where applicable introduce as part of continuous improvement **ISO Accreditations:** Littlefish are ISO9001 and ISO27001 certified it is expected that all employees adhere to the Quality Management and Information Security systems, policies and procedures. **Equality, Diversity and Inclusion:** It is expected that you will actively promote and embed Equality, Diversity and Inclusion (EDI) in all your work and support and

	comply with all organisational initiatives, policies and procedures on EDI.
Other duties	**To include:** • Input into Continuous Service Improvement, Request Management, Problem Management, Incident Management, Major Incident Management and Knowledge Management • Acting as a deputy for the Service Delivery Manager • Creation and maintenance of work instructions, knowledgebase articles and other operational documentation

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Person Specification

Essential	Desirable
Educated to A Level standard (or equivalent) ITIL Foundation (or equivalent) A proven track record in process level (Change, Request, Incident, Problem etc.) management - 1 to 3+ years (exceptions will be made for internal candidates) Business experience gained in Service Management and/or technical delivery roles, across a range of customers ideally in a Managed Services environment Relationship building with mid to senior level members of a client organisation – gaining trust and confidence from customers Ability to work as part of a team with a high degree of drive, determination and motivation to succeed. Ability to prioritise and manage multiple tasks. Can demonstrate IT related problem-solving skills Knowledge of data analytics and trending Undertaking or have undertaken specific service management training e.g. ITIL Foundation, Lean Fundamentals etc. Behaves in a professional manner always Operates well un-supervised and supervised Prioritises tasks to achieve SLA's, KPIs and contractual commitments, navigates the organisation as needed to ensure targets are achieved to the best of their ability Takes ownership willingly Able to remain calm under pressure Manages customer's expectations effectively Can explain highly complex technical issues in "lay-man's" terms Flexible and adaptable to changing environments Is logical in approach Demonstrates resilience, positivity and professionalism in difficult circumstances Is helpful, fair and demonstrates a "give and take" attitude. Demonstrates mutual respect for own and other team members	Educated to Degree standard (or equivalent) ITIL Intermediate (or equivalent) SIAM Foundation (or equivalent) Experience of performing data and trend analysis against large volumes of data, across multiple sources and being able to decipher and translate into business / service improvement initiatives Knowledge of technical concepts such as SQL, Active Directory, Group Policy, Mobile Device Management, O365, Azure etc.

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Works as part of a team, can build a support network to increase his or her effectiveness Willing to work flexible hours as and when the need arises	

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Document Control

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0.1	Nick Briars	Template Change	April 2021

Job Levels

Career Framework	Professional
Definition	Subject matter expert in a professional, non-technical, environment, mainly working in a front-line customer capacity.
Contribution to Success	Supports and facilitates others in the implementation of short-term plans or works to achieve agreed goals. Performs a range of mainly straightforward assignments. Will manage cost on a day-to-day basis, looking for opportunities to generate efficiencies
Communication	Will be involved in explaining facts, practices, and policies. May need to influence from time to time and will coordinate day to day tasks
Expertise	Continues to build knowledge of the business processes assigned to their specific role and customers / stakeholders
Leadership	Will receive guidance from their line manager and will not usually manage a team. Responsible for their own accounts/customers/projects
Values Statement	Displays consistent and positive behaviours in line with the values. Acts with integrity and professionalism within own team and across the organisation

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