**Role Profile: IT Change and Release Manager – Service Management**

**Purpose**

The purpose and prime objective of the IT Change & Release Manager is to ensure that standardised methods and procedures are used for efficient and effective handling of all changes in order to minimise the risk and impact of changes to service availability and quality.

**Responsibilities:**

The IT change manager will own the change management processes and activities and make sure they operate efficiently and effectively, and that they comply with governance controls. Be able bring in Lean and Agile change management via continual improvement,

You’ll ensure that all technical changes and projects implemented into the development and production environment are compliant with relevant change management policies and review the change requests to ensure the right lessons have been learnt and failure rates decrease.

You will chair the CAB and eCAB ensuring required personnel are in attendance and ensuring that all changes are either approved or rejected accordingly. You’ll manage, track and report all change requests throughout their life cycle, drive awareness of the change management process, and develop a continual service improvement plan.

You will work with the global and regional teams to deliver a single set of standardised change management policies and processes which are effectively managed, governed, and facilitate a global change forum to drive compliance to change policies and improvements.

Candidate will demonstrate strong change management knowledge and experience of leading teams and motivating them to achieve common goals. You’ll thrive in a fast-paced business environment with an emphasis on positive change and adaptive working practices.

**Key Accountabilities**

• To be responsible for the control of changes in a standardized manner (including release control).

• Communicates, manages and chairs CAB meetings. Lead the rapid review and approval of urgent and emergency changes.

• Provide leadership, training and support of the change management process throughout Global IT.

• Provide reporting by way of CSFs, KPIs, metrics related to the change management process as well as hold quality assurance meetings with regions and areas driving improvement and behaviours.

• Including running internal audits for compliance and standards.

• Ensure any incidents caused as a result of change are investigated and that processes are updated accordingly.

• Adopt future Agile and Lean change management via process and automation where feasible.

• Arrange workshops to promote understanding of the Change Management process

• Candidates will also be required on occasions to assist with other process roles.

**Safeguarding Responsibilities**

* To comply with safeguarding policies, procedures and code of conduct
* To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
* To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
* To engage in safeguarding training when required

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Skills** | • IT Life-Cycle Management  • Release Management  • ITSM tool (e.g. ServiceNow, BMC Remedy, Freshservice) | Process Improvement Frameworks (Six Sigma, TQM) |
| **Qualifications** | • Bachelor’s degree or equivalent in an IT related subject  • ITIL 4 Intermediate qualification |  |
| Experience | • ITIL knowledge and experience  • Minimum 1-3 year’s experience in a ITIL process role particularly relating to change management  • Experience working in an agile environment  • Experience of engaging and building successful relationships with stakeholders of the change management process, including senior management |  |
| **Other** | • Identify and manage priorities.  • Deliver work to high standards.  • Be driven to improve yourself and the way things are done. |  |

**Key Stakeholders:**

**Internal –** Group IT Director, Group IT Senior Leadership Team, Project Managers, Other Group IT Teams, Regional IT Leaders, Regional Leadership Teams, School Leadership Teams, Group M&A Team.

**External –** IT Vendors