**Job Code XXX IT Change Manager**

**Reporting to:**  Head of Business IT

**Purpose:** To manage all aspects of specific IT programmes, in accordance to wider IT governance, to ensure delivery is appropriate. In addition to help enable successful adopted by the business through change management techniques.

**Achieving Results**

* Engage – establish and maintain strong engagement with the business teams to ensure change is appropriate and is adopted in order to realise benefits.
* Design – ensure change management is considered as part of the wider technical design phase of projects so that there is a greater chance of success.
* Build – oversee delivery of technical change/projects, filling gaps where necessary, and ensuring this fits with the wider change management approach.
* Run – maintain strong support processes around change and adoption so that systems run well but that on-going user support is accounted for.
* Governance – adhere to the wider IT governance and compliance policies and processes for the Group, and introduce and embed strong change management techniques to ensure things are delivered and run with right etiquette.

**Managing the Process**

* Establish a robust change management model which is appropriate to the Lovell business and enables greater system adoption/awareness.
* Build and maintain strong engagement with the Lovell business teams which helps manage demand and underpins knowledge/awareness of change.
* Ensure strong sponsorship of IT change within the Lovell business so that the focus is on the right change and that the change is delivered and adopted well.
* Communicate well with all business teams so that people are aware of and understand IT and IT change.
* Be a beacon for IT governance policies and processes and ensure it is embedded within change so that we deliver with the right etiquette.
* Work alongside the wider IT team establishing the ‘one-team’ approach to enable greater success in wider IT delivery.
* Be proactive and positive with a strong focus on service delivery and user experience in approach.
* Be hands-on and willing to fill gaps where they may appear within the overall delivery of IT and IT change.

**Service First**

**IT Service**

* All IT members are expected to work in accordance to IT governance and standards and in particular should underpin appropriate security measures as a matter of course. In addition, we are all responsible for identifying and supporting opportunities to improve IT across the wider team.

**Health and Safety**

* All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the Company Health and Safety Policy.

**Equality & Diversity**

* All employees must comply with the Company Equality and Diversity Policy, ensuring that at all times behaviour is fair and non-discriminatory.

**Delivering Quality**

* Establish a strong change management methodology which enables adoption whether through conceptual/design phase or after-care support
* Change should reflect business priorities and focus and have the relevant sponsorship to drive change initiatives
* Comply to all key IT governance in project, service, change and security so that we work diligently and ethically

**Technical Skills and Knowledge**

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| --- | --- | --- | --- |
|  | **Basic** | **Intermediate** | **Advanced** |
| Communication and Presentation |  |  |  |
| Change Management |  |  |  |
| Business case development |  |  |  |
| Stakeholder management |  |  |  |
| User training and testing |  |  |  |
| PRINCE2 methodology |  |  |  |
| Agile methodology |  |  |  |
| ITIL Service Delivery |  |  |  |

**Training Matrix**

A training matrix for this role, which includes all the compulsory training which is required, is published on the People Development site on the intranet.