

Job Description

Change Management Analyst – 12 month Maternity Cover

Purpose of the role

- To be the primary contact point for the Motability Change Management processes and documentation, assisting Project Owners and Project Managers to follow the agreed processes and ensuring all stage and gate points are completed.
- To train, guide and assist Project Owners and Project Managers in the completion of required documentation.
- To assist Project Owners and Project Managers in the successful delivery of Motability projects.
- Compile reporting for Motability senior management to enable effective and efficient project monitoring.

Key Accountabilities

Change Management:

- To be the primary contact point for the Motability Change Management processes. Gather and provide feedback on the process as and when required, including suggesting enhancements to the Head of IT and Change Management.
- Train, guide and assist Project Owners and Project Managers in the Motability Change Management processes and documentation.
- Ensure that all required project documentation is completed in a timely manner. Report any exceptions to the Head of IT and Change Management.
- Consolidate all project documentation, including updates and implementation plans as required by the agreed Motability Project Methodology.
- Collate and review all stage and gate project documentation. Provide feedback to Project Owners and Project Managers as required.
- Maintain the central consolidated project tracker.
- Review project statuses, documentation, implementation plans, resource requirements and project risks with the Head of IT and Change Management highlighting any areas of concern.
- Compile the bi-weekly Executive Committee reporting pack with support from Head of IT and Change Management.
- Record, review and compile existing and new project risks and maintain within the Project Risks Register. Escalate any critical risks to the Head of IT and Change Management and the Risk Manager for discussion.
- Monitor resourcing requirements across all projects, notifying Project Owners of any over-resourcing as needed. Maintain the consolidated Project Resource Planner.
- Meet with, and communicate, upcoming actions and milestones to Project Managers as needed.



- Issue Change Management team communications as needed (for example, change of process, reminders etc.).
- Collate, review and assess the impact of any change requests, alerting the Head of IT and Change Management once reviewed.
- Arrange and prepare all required documentation for the quarterly Projects Review.
- Maintain relevant industry exposure to Change Management concepts, proposing any revisions to the current Change Management methodology when required.
- Manage Change Management communications to Project Owners, Project Managers and all Motability staff via existing communications channels.
- Maintain and enhance the Change Management section on the corporate Intranet, in consultation with the Head of IT and Change Management.
- Arrange and facilitate regular Change Management Forum sessions.

Qualifications, Training, Professional Memberships or Accreditations

Essential:

- Microsoft Excel – Intermediate to Expert level.
- Certified Change Management Professional (CCMP) or equivalent.
 - Training and examinations to be offered to the successful candidate.

Desirable:

- PRINCE2 Foundation or equivalent.

Experience and Track Record

Essential:

- Previous experience of the change management processes and procedures.

Desirable:

- Analytical role and problem solving experience.

Capabilities Profile – Technical Skills/Knowledge

Essential:

- Understanding of change and change processes within an organisational environment.
- Experience and knowledge of change management principles and tools.
- Familiarity with project management approaches, tools and phases of the project lifecycle.
- Problem solving skills.

Desirable:

- Acute business acumen and understanding of organisational issues and challenges.



- Organised with a natural inclination for planning strategy and tactics.

Capabilities Profile – Leadership, Management or Personal Skills/Knowledge

Essential:

- Self-motivated, driven, and focused.
- Exceptional communication skills, both written and verbal.
- Ability to clearly articulate messages to a variety of audiences.
- Ability to establish and maintain strong relationships.
- Ability to influence others and move toward a common vision or goal.
- Flexible and adaptable; able to work in ambiguous situations.
- Resilient and tenacious with a propensity to persevere.
- Forward looking with a holistic approach.
- Able to work effectively at all levels in an organisation.
- Must be a team player and able to work collaboratively with and through others.

Reporting line

Reports to: Head of IT and Change Management.

Key Interfaces:

- Motability Project Owners and Project Managers.
- Motability Staff.

Resources, scale and scope of role, location and any travel factors:

- The job holder is a key change management resource required to maintain the function's operation and ensure that all elements of change are controlled within Motability.
- Work is mainly led by the ongoing projects, which are reportable to Change Management, and new projects which may emerge. The role is supported by the Head of IT and Change Management who will mentor, train and assist the Analyst with their role as and when required.
- The role is predominantly based in Harlow, Essex at Motability's offices. Some travel may be required for training and off-site meetings. Working from home may factor in the role, with face-to-face contact being maintained with Project Owners and Project Managers using video conferencing.
- Job holder is expected to check their own work, to ensure standards are maintained.