

Job Title: Equip Change and Release Manager	
Job Evaluation Number:	C249

JOB DESCRIPTION

Job Title: Equip Change and Release Manager	Location: Guildford and Kidlington
Job Family: Business Support	Role Profile Title: BB4 Police Staff
Reports To: Service Management Lead	Band level: 4T
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: be responsible for planning the implementation of all Change and Release activity for all aspects of the Equip service (applications and infrastructure). The role is responsible for agreeing application and infrastructure change activity with the forces ICT services providers, impact and risk assessment of all planned change activity, collated planned changes into scheduled release packages, presenting proposed change activity to tri-force change advisory boards, and communicating change activity to a wide range of stakeholders within and outside the forces.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspects of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Act as both primary contact and management contact points for all Change and Release activities across Equip within the programme and then subsequently in a business as usual capacity, maintaining links with wider business and external change managers.
2. Assist internal and external third party suppliers with the planning of changes ensuring adherence with the Equip change and release processes.
3. Act as a champion for the Change and Release process across the organisation and chair all Change Advisory Boards (CAB's) within Equip, also ensuring that Change owners are fully accountable for their changes.
4. Conduct Service Readiness Reviews ensuring all project handover documentation is concise and complete, all training material is complete and Service Levels or Operational Level Agreements are in place to measure the changed or new service.
5. Work with internal and external stakeholders to further develop and enhance Change and Release Management processes. For example working closely with Project Managers, internal Service Delivery Teams and Third Parties to assess the scope of changes and releases ensure Service Introduction processes are followed.
6. Work with colleagues outside of Equip Business Systems Team to ensure the scope of Equip Change Management is adhered to and also ensure the whole organisation fully understand the Equip Change and Release process and these are undertaken by users without error or omission.
7. Plan all release activity associated with the Equip service, ensuring change and release processes are followed internally and externally.

8. Liaising internal and external stakeholders to further develop and enhance Change and Release Management processes and ensure such processes fully interact and is part of the Equip culture of Continuous Improvement.

9. Work with internal and external partners to agree release strategies, negotiating and influencing where required.

10. Maintain and execute the Equip Emergency Change Process.

11. Undertake other duties appropriate to the grade and character of work as may be reasonably required including specific duties of a similar or lesser graded post.

c. **DIMENSIONS:** Include matters such as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

The job holder will communicate with internal and external service providers, internal and external technical experts as well as management and decision makers across all three Forces. The job holder will be required to demonstrate influencing and persuasive skills in order to ensure changes and release are coordinated at a time and way to satisfy all internal and external stakeholders in the Equip Change and Release process. Motivational skills will be required to ensure that changes and release are approved in a timely manner and information from Change and Release requests is received in a full and complete state in order to ensure smooth implementation.

The post holder will be expected to manage and resolve conflict when there are disagreements over implementation times or the actual method of implementation. This conflict/dispute resolution may well involve senior stakeholders. The job holder will be required to use their experience in order to negotiate and find a balance and solution which all stakeholders can agree to.

Upon appointment, the job holder will form a Change Approval Board made up of internal and external stakeholders in order to assist in decision making on changes and releases. The job holder must also use their experience to make ultimate decisions if their experience leads them to believe an agreed course of action may jeopardise the Equip service.

The job holder will be required to liaise with senior internal stakeholders within the Forces due to the fact that the work will involve agreeing and making decisions for IT systems that the Forces heavily rely on. Approaches and system outages will need to be agreed with these stakeholders. The job holder will also need to work in close partnership with external service providers to agree approaches and negotiate schedules of work to suit all three Forces.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. A minimum of A level qualifications	E
2. An ITIL intermediate based qualification	E
ITIL has a number of intermediate qualifications. The post holder would be expected to hold at least one of them. See below:	

<p>Service Capability Modules</p> <p>Operational Support and Analysis (OSA) Planning, Protection and Optimization (PPO) Release, Control and Validation (RCV) Service Offerings and Agreements (SOA).</p> <p>Service Lifecycle Modules</p> <ul style="list-style-type: none"> •Service Strategy (SS) •Service Design (SD) •Service Transition (ST) •Service Operation (SO) •Continual Service Improvement (CSI). 	
3. Experience as a Change and Release Manager. Preferably within a large private or public sector organisation.	E
4. The ability to communicate practical and theoretical knowledge of IT Service Management to a range of diverse stakeholders.	E
5. Strong communication skills with the ability to communicate effectively with internal and external stakeholders, providing clear information. For example, working with Duties and Payroll to ensure busy, critical periods are understood in terms of change freeze.	E
6. Strong knowledge of IT Service Management process for example ITIL.	E
7. Previous experience of drafting and gaining sign off of procedural documentation as well as planning and progressing own workloads.	E
8. Good knowledge of ICT Infrastructure and Application support models, associated tools and a good level of experience working with third parties in a cloud based or on premise datacentre environments.	E
9. Excellent interpersonal skills with the ability to influence and negotiate with stakeholders including senior managers and third parties in a hosted environment.	E
10. A flexible approach to working in an ever changing environment, ensuring role requirements are completed within the deadlines set both independently and in a team.	E
11. The ability to challenge current ways of working and identify new & improved initiatives.	E
12. A good level of organisational knowledge to understand the wider impact of any loss of service on all three Forces.	E
13. The need to be independently mobile due to the nature of the role and requirement to travel regionally* whilst undertaking all assignments in a timely manner.	E
14. Any level of knowledge regarding cloud based ERP solutions.	E
15. Knowledge and understanding of a wider variety of service management tools such as Service Now and Support Works	E

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Additional Comments: * The role holder may need to (occasionally) travel to 2nd and third sites to meet with stakeholders. e.g if the role holder is based in Guildford they may need to (occasionally) travel to Lewes and Kidlington.