

**PERSON SPECIFICATION**

<b>Job Title:</b>	Change Analyst	<b>Grade:</b>	8
<b>Directorate:</b>	Chief Executive	<b>Service:</b>	Technology Services
<b>Post No:</b>			
<b>Responsible to:</b>	Change Delivery Manager		

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
ACADEMIC / VOCATIONAL QUALIFICATION	A degree level/professional qualification in a discipline relevant to this post (such as Information Technology, Customer Services) or significant equivalent experience.		✓	A/D
	ITIL 3 / 4 Foundation or Intermediate		✓	A/D
	ISO27000 Awareness Information Security Management Principles Data Protection Principles		✓	A/D
	Ability to demonstrate continuous professional development within field.	✓		A/D/I
RELEVANT EXPERIENCE	Experience in a relevant change or digital development function in a large organisation.	✓		A/D/I
	Experience in a relevant business process improvement role in a large organisation.	✓		A/I
	Awareness of and ability to apply best practice and standards relating to service design, security, and implementation.	✓		A/I
	Experience in the use and development of specialist CRM software to support the delivery of a customer facing environment.	✓		A/I
	Experience in the use of Jada CRM, CXM and Forms Package and Microsoft Dynamics		✓	A/I
	Experience in the use of Microsoft 365 software and solutions, including the Power Platform suite.	✓		A/I
	Developing and delivering potentially complex training to varied audience and any associated procedure/guidance notes to a high standard.		✓	A/I
SPECIALIST KNOWLEDGE	Competent in complex form building and development	✓		A/I
	Awareness of current industry trends, up and coming services within the digital world that could be adapted and applied to the Council's service advantageously.	✓		A/I

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
	Significant experience of working in a customer services or digital service environment	✓		A/I
SPECIAL CONDITIONS	To be able to work evening and weekends when the work demands, in order to meet statutory deadlines and other service needs.	✓		A/I
	Willing to undertake relevant professional development where required, "which may require travel" and overnight stays.	✓		A/I
	Ability to travel around the Borough for work purposes	✓		A/I/D
OTHER	Highly motivated and robust under pressure.	✓		A/I
	Communicates information clearly, accurately, positively and in a timely manner.	✓		A/I
	Ability to prioritise own workload, working autonomously to meet customer needs.	✓		A/I
	Able to bring energy, vitality and challenge to the team. Aspire to be better and exceed expectations and promote a positive 'can do' attitude.	✓		A/I
	Demonstrate high standards of personal and professional conduct and be a role model to others.	✓		A/I

**Key:**

A = Application I = Interview and /or Test D = Documentation