

novia / Change and Release Manager

Department:

Change and Release

Reports to:

TBC

Business/Function:

Novia Financial

Main Location:

Cambridge House, Henry Street, Bath

Job Summary/Purpose:

Novia require a Change and Release manager to develop and maintain processes and controls that manage the risk of changes and releases to IT systems and services.

The company has recently launched a major new service and needs enhanced change processes to protect it, and the existing services, from the impact of unmanaged change. The successful applicant will review and refactor the existing change processes, in line with current best practice, to ensure the risk and impact of all changes are understood and managed accordingly. They will also engage stakeholders in the decision-making process where appropriate and see that changes are communicated to the correct audiences in a timely manner. A key aspect of the role will be to demonstrate the impact on service and revenue of incidents caused by change/failed changes -- and to develop and produce metrics to measure the efficacy of the change and release processes.

Core Responsibilities

- Develop and implement a set of release and change policies, processes and procedures
- Ensure all changes are impact assessed so that the risks are fully understood and accepted
- Chair appropriate meetings such as advisory boards (CABs) to ensure changes are understood by, and have had input from, all relevant stakeholders
- Report on the impact of all incidents or problems caused by changes; contribute to Root Cause Analysis and prevention
- Participate in release planning and implementation to ensure that the approach is in line with policy and process
- Build and capture metrics to produce service level reporting and inform continual improvement of the change and release processes
- Promote and develop awareness and buy in to the change and release process and their aims
- To provide process input and governs the Change and Release Management lifecycle
- Conduct Post Implementation Reviews to identify improvements to process and procedure; capture improvements in plans and see through to completion
- Produce a 'forward schedule of change' so that stakeholders have visibility of all changes/releases and the risk of concurrent change is highlighted and managed
- Provide coaching and advice to the wider team on Change and Release Management best practice

Core Competencies

- Communication - Communicate clearly and concisely, tailoring content, method and style to the audience, with ability to make a positive impression on others
- Performance Focus - Demonstrate energy and enthusiasm, takes ownership, delivers results and improves personal performance
- Team Work -The ability to work co-operatively with others, to be a member of a team and work towards the purpose of a common goal.
- Decision Making - The ability to make balanced and sound decisions by understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; evaluating the probable consequences of alternative solutions and selecting the most promising alternative

Main Contacts

- Internal and external customers and stakeholders – stakeholders whose concerns and desired outcomes are protected by the change and release processes
- Change sponsors – Novia people managing or proposing change e.g. project managers, product owners, senior managers
- Technical teams – the IT teams in Novia creating and deploying changes and releases or responding to incidents/problems caused by changes/releases

Specialist Skills, Qualifications and Experience

Essential:

- > Hands on change and release management experience in a similar role
- > ITIL or similar qualifications to capability level
- > Prior experience implementing change and release procedures
- > Excellent relationship management and interpersonal skills: must be able to create buy in for

Desirable:

- > Agile and/or Kanban exposure
- > Knowledge of automated release technologies
- > Experience of the financial services sector

To apply for this role, please email an up-to-date CV to HR@novia-financial.co.uk