

## Role and person profile

Post title:	<b>Business Change Analyst</b>	Location:	<b>Manchester</b>
Division:	<b>Business Solutions Group</b>	Department:	<b>Change</b>
Responsible to:	<b>Business Change Lead</b>	Responsible for:	<b>n/a</b>
Scale:	<b>Scale 7</b>	Cornerstone behaviours level:	<b>Performer</b>
Post no:	<b>4166, 4167</b>		

### Purpose

To execute a wide range of business change management required to support the successful delivery of technology-enabled change programmes, including the Nexus Programme (the replacement of AQA's operational systems) and the associated IT support model.

Activities include: stakeholder engagement and communication, change impact assessment, sponsorship and change agent management and networks, organisational change, cultural change, training and education, transition management, and readiness management.

### Key accountabilities

1. Plan and deliver the full life-cycle of business change management activities in support of the implementation of the IT-enabled transformation programme (Nexus) and associated IT support model.
2. Design and deliver a range of appropriate communication and engagement activities within Nexus and AQA's Business Solution Group that align with the overall change objectives.
3. Measure the effectiveness of the change management activities that have been delivered, and plan and implement follow-up actions.
4. Provide change management coaching to AQA employees as required.
5. Contribute to the development of the AQA Change team.
6. Deliver change management activities to support the successful implementation of the wider technology and change portfolio as required.

### General accountabilities

1. To comply with all AQA's policies and other legislative requirements, including but not limited to HSE, Equal Opportunities and ISMS.

2. Where business needs change, to undertake other responsibilities which are of a commensurate level outside the terms of this role profile.

## Person profile

Knowledge	Assessment
Excellent understanding of relevant change management methodologies and their practical application	A/I/P
Expert understanding of how change management methods apply to technology programmes and the challenges	I/P
Excellent understanding of the typical IT-enabled transformation programme environment	I/P
Skills	
Excellent change management skills, tools and techniques across the full change life-cycle, including stakeholder engagement and communication, change impact assessment, sponsorship and change agent management and networks, organisational change, cultural change, training and education, transition management, and readiness management.	A/I/P
Ability to design, plan, implement and measure the impact of changes in an organisation	I/P
Ability to assess complex technical information and identify business impacts	I/P
Excellent ability to persuade and influence both internally and in external networks	I/P
Strong communication skills, both orally (large/small groups) and in writing, with an ability to convey complex technology-related information to business users in a simple way	I/P
Leadership skills	
Inspire and motivate team members and other colleagues	I/P
Demonstrate enthusiasm for change management that encourages colleagues to embrace change	I/P
Experience	
Experience of leading business change activities in support of major IT programmes	A/I/P
Experience of implementing ITIL or similar IT organisational structures	A/I/P
Experience in working within a matrix-managed delivery model	A/I/P
Assessment key (criteria to be assessed at the selection stage) <b>A</b> – application (it is <b>essential</b> to provide evidence on application for shortlisting purposes) <b>I</b> - interview <b>T</b> – test (or work sample) <b>P</b> – probation	