**Role Description & Person Profile**

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| **Role** |  | |
| **Job title** | Change and Communications Analyst | |
| **Division** | AB Agri – Central | |
| **Department** | Global Technology Services – IT | |
| **Location** | Peterborough | |
| **Team Structure**  Reports to, direct reports, etc**.** | Reports to Project Portfolio Manager  No Direct Reports | |
| **Description** |  | |
| **Impact Statement**  The contribution of the role to achieving the overall business objective. Span of impact.  Main purpose, focus of the role. | The Change Analyst role is to assist in developing AB Agri’s Change Management capabilities within GTS across all projects by delivering the change elements in projects following industry recognised standards in the Management of Change.  This requires the development of policies, procedures and standards across all IT projects whilst also providing subject matter expertise in the change workstreams of projects. The role is also expected to represent GTS at relevant events, forums, and discussions across the wider AB Agri project delivery communities. | |
| **Role Objectives**  The key responsibilities and key accountabilities of role. (5 to 10 areas) | Change (50%)   * Support the Project Manager in ensuring project goals are met and executed by working with numerous internal resources * Completing tasks as assigned by the Project Manager and/or Portfolio Manager * Engage with the Business and IS Teams to build constructive relationships with both * Support the Project Manager as they address any project issues and resolve these to ensure successful go-live for each project * Bring to the attention of the Project Manager any change and project related issues * Support the Project Manager as they lead colleague engagement programmes to do with internal change management   Training (30%)   * Work on the creation and assist in delivering coaching and training sessions, including e-learning for various audiences for both projects * Understand the project objectives and being able to use these to develop training materials   Communications (20%)   * Managing the communications and views internally working with internal Comms Teams * Identifying suitable communication strategies and building on these, reviewing the plans and delivering reports to the executives | |
| **Key Stakeholders**  What are the challenges of the relationships, communication strategies required, etc | * IT Management team * Divisional Management teams * IT Architecture team * External software vendors * Business Engagement Teams * Project Managers, Change Analysts & Wider Project Team | |
| **Scope**  Depth, breath of knowledge application, ability to innovate, complexity of tasks, budgetary responsibility. | x | |
| **Person Profile** |  | **Essential or**  **Desirable** |
| **Knowledge**  Consider experience, any formal qualifications genuinely necessary or any key areas of knowledge. | Experience in developing and implementing change management policies and procedures  Ability to apply a pragmatic risk-based change management approach  Ability to develop change management plans  Experience in writing clear, coherent, and pragmatic communication  Experience in developing and delivering communication / engagement plans to support the deployment of IT projects  Experience in a variety of communications tools to support the engagement process  Experience in developing training strategies and plans to support the successful delivery of IT projects  Experience in Training Needs Analysis and Curriculum Development  Ability to create learning collateral, both written and e-learning | All Desirable |
| **Qualifications** | CMI or Prosci qualified (or equivalent)  Relevant Degree or equivalent (business/numerate/engineering/analysis) | Desirable  Desirable |
| **Key Behaviours**  Consider which of our Guiding Principles are particularly relevant and also any role specific behaviours. | Customer Focused  Creative  Confident  Self-starter and team player  Excellent relationship building and influencing skills  Excellent verbal and non-verbal communication skills at all levels from Senior Directors through to on the ground users  Excellent influencing skills  Intelligent  Presentable  Ability to adapt to a dynamic work environment and manage multiple priorities | All Essential |
| **Other Factors**  Travel, shiftworking, HGV Licence, etc. | UK and International Travel  Passport and UK Driving Licence required | Essential |