**Role Description & Person Profile**

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| **Role** |  | |
| **Job title** | IT Change and Systems 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. | Takes a leading role with the responsibility for delivering business transformation and change initiatives through investigating and analysing business situations, identifying and evaluating options for improving business systems, processes and the impact of change, elaborating and defining requirements, delivery of training and conducting business readiness reviews. Thus ensuring the use of information systems in line with the needs of the business and consistent with the business Target Operating Model and IT architecture and strategy. | |
| **Role Objectives**  The key responsibilities and key accountabilities of role. (5 to 10 areas) | Business Analysis   * Advise, define, document and effectively capture the operating requirements necessary to support the business * Lead the business requirements, system design and testing process for major projects including multi-system / multi-site enterprise systems. This is expected to include (but not limited to): ERP, MES / Process Control, WMS, HR, Payroll and Formulation systems * Act as the interface between the business and IT teams to define the system requirements necessary for supporting the Operating Model; * Create process models, specifications, diagrams, charts and other artifacts to provide direction to developers and/or the project team; * Lead the delivery of projects during testing. Act as a problem solver “all rounder”, defining the process and analysis required to derive the solution and be capable of managing all aspects of this * Ensure solutions are aligned with IT strategy and consistent in their application; * Lead the development of the Business Systems and Change Analyst role including establishing standards, practices and procedures following professionally recognised guidelines   Change Management   * Identify and produce Stakeholder Management maps based on levels of influence and impact * Lead the identification of and support the business in delivery of mitigating actions from Impact of Change Assessments * Produce and deliver Communication strategies and plans in line with project scope and objectives * Prepare, Manage and Sustain Change Management activities with the business users to ensure end user engagement and adoption using the ADKAR model * Support the business in defining the project benefits and the objectives * Engage with the Business and GTS Teams to build constructive relationships with both * Creation of training materials and delivery of coaching and training sessions, including e-learning for various audiences * Lead colleague engagement programmes to do with internal change management | |
| **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 & Wider Project Team | |
| **Scope**  Depth, breath of knowledge application, ability to innovate, complexity of tasks, budgetary responsibility. | Requires the ability to understand all aspects of Business Analysis and Change Management across a wide range of applications and businesses.  To contribute to the capture of requirements, process modelling, solution design and testing and successful identification and delivery of change impacts, business readiness, training and communication.  The successful individual will have responsibility for delivering against the agreed project quality, time and budget. | |
| **Person Profile** |  | **Essential or**  **Desirable** |
| **Knowledge**  Consider experience, any formal qualifications genuinely necessary or any key areas of knowledge. | Business Analysis  Excellent understanding of business analysis methods and their application  Experience of major systems specification and implementation, e.g. ERP, MES, Process Control etc.  Experience of leading the analysis, design and testing stages of IT projects  Experience outside of IT, preferably with exposure to commercial functions  Variety of industry experience either directly or in consulting capacity (process/food manufacturing experience will be advantageous)  Knowledge of ERP systems and associated business processes, ideally with experience of Microsoft D365FO or Infor M3  Experience of supporting the delivery of IT projects  Change Management  Experience in developing and implementing change management policies, procedures and plans  Experience in developing and delivering communication / engagement plans to support the deployment of IT projects  Ability to apply a pragmatic risk-based change management approach  Experience in writing clear, coherent, and pragmatic communication  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 | Essential  Essential  Essential  Desirable  Desirable  Desirable  Essential  Essential  Essential  Desirable  Desirable  Desirable  Desirable  Desirable  Desirable |
| **Qualifications** | BCS Foundation Certificate in Business Analysis or equivalent  CMI or Prosci qualified (or equivalent)  Lean six sigma practitioner (yellow belt) or equivalent  Relevant Degree or equivalent (business/numerate/engineering/analysis) | Essential  Essential  Desirable  Desirable |
| **Key Behaviours**  Consider which of our Guiding Principles are particularly relevant and also any role specific behaviours. | Inquisitive  Customer Focused  Logical / analytical  Creative  Confident  Self-starter and team player  Ability to adapt to a dynamic work environment and manage multiple priorities  Excellent relationship building and influencing skills  Excellent communication skills at all levels from Senior Directors through to on the ground users  Excellent influencing skills  Intelligent  Presentable | All Essential |
| **Other Factors**  Travel, shiftworking, HGV Licence, etc. | UK and International Travel  Passport and UK Driving Licence required | Essential |