

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	Change Coordinator
Grade	PS8	Reports to (role title)	Principal Transition Consultant
JE Band	269-313	Directorate / School	Resources
Date Role Profile was created	13.02.2026	Service / Department	IT & Digital
Agile	Information	<u>DBS Requirement</u>	Not Required

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<p><b>Role Purpose</b> including key outputs</p>	<p>Manage the throughput of change requests requiring IT &amp; Digital change approval, ensuring that standardised methods and procedures are used for efficient and prompt handling of requests in order to minimise risk and the impact of change-related incidents and to provide an audit trail of all change activity so that assurance can be confidently provided to the management team and external auditors.</p> <p>Work with IT &amp; Digital colleagues and suppliers to assist in the development of concise work request forms through consultancy and business analysis, using appropriate methodologies.</p> <p>To check that compliance with Architecture standards has been attained prior to acceptance into the Change process; to monitor and co-ordinate Changes through subsequent gateways into project and support it through the change process, CAB and transition to production.</p> <p>Be responsible for monitoring the quality and currency of the information held in the IT &amp; Digital change enablement records.</p> <p>Provide expert advice and guidance to business managers, IT &amp; Digital colleagues and suppliers/partners on IT &amp; Digital change governance – including IT &amp; Digital security, technical and architectural standards, workflows and process gateways.</p> <p>Be the local lead for continuous service improvement for change management; work with the Change Manager and Service Transition team to introduce new ways of working within the current process or remodelling process where necessary.</p> <p>Maintain a sound knowledge of business processes and systems and the legislative frameworks governing local authority services.</p> <p>Help the business improve by finding solutions to their problems. This can encompass process improvement, new systems, organisational change or strategic planning and policy development.</p> <p>Produce and present related KPI reporting for IT &amp; Digital management.</p>
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<b>Work Context</b>	<p>Service Transition is a function within the ATP group which will, within the context of the overall council technology architecture, work to:</p> <ul style="list-style-type: none"> <li>• define, develop and embed the use of relevant ITIL based controls, strategies, policies, standards and practices</li> <li>• ensure that all technical implementations are delivered to agreed standards and timescales, using appropriate methodologies</li> <li>• The Change Co-ordinator will work with their peers and IT &amp; Digital teams to implement Service Transition controls for the authority in line with the processes and standards, ensuring that all IT &amp; Digital change has the minimal possible adverse effect on the infrastructure, applications and data architectures.</li> <li>• The Change Co-ordinator needs to be able to quickly establish effective working relationships with colleagues across IT &amp; Digital, partners and 3rd party suppliers on a regular basis.</li> <li>• Major challenges include ensuring the commitment of all IT &amp; Digital staff to Service Transition processes, accommodating changing IT &amp; Digital and the authorities priorities and dealing effectively with all levels of staff within IT &amp; Digital and other services</li> <li>• ITIL is the industry standard infrastructure management methodology used in IT &amp; Digital. The PRINCE2 methodology will be applied to all appropriate work outside the ITIL framework. The post holder will support the promotion and deployment of ITIL principles across IT &amp; Digital and in all work which they deliver.</li> </ul>
<b>Line management responsibility</b> if applicable	May have line management responsibility for a small team e.g. one or more apprentices or agency staff members.
<b>Budget responsibility</b> if applicable	Responsible for advising customers and supporting the assurance and governance of IT changes with significant budgetary impact (>£5,000,000 per annum).
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate.</li> <li>• Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.</li> <li>• Maintains knowledge of the organisation's current systems, policies and procedures.</li> <li>• Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Monitor service objectives and standards within own area of work to ensure effective service delivery.</li> <li>• Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Assist budget/resource management in accordance with the organisation's policies and procedures.</li> <li>• Maintains, develops and reviews financial support systems, processes and procedures.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> </ul>

	<ul style="list-style-type: none"> <li>• Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery.</li> </ul> <p>People Management Either:</p> <ul style="list-style-type: none"> <li>• Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery.</li> <li>• Oversee the work of others as the most experienced team member.</li> </ul> <p>And/Or:</p> <ul style="list-style-type: none"> <li>• Operate as an individual maintaining and improving operational efficiency and quality of service of own area.</li> <li>• May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff.</li> </ul> <p>Duties for all Values: To uphold the values and behaviours of the organisation. Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety &amp; Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Educated to 'A' level standard, or able to evidence ability at an equivalent level.</li> <li>• Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Excellent IT skills.</li> <li>• Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations.</li> <li>• High level administrative/organisational and analytical skills.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Effective interpersonal, influencing and negotiation skills.</li> <li>• Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate).</li> <li>• Experience of leading a team (where appropriate).</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Knowledge of PRINCE 2 and ITIL frameworks.</p> <p>Up to date knowledge of technical as well as industry sector developments.</p> <p>Awareness of Local Government security standards i.e. the Data Protection Act, PSN and ICO guidance.</p> <p>Up to date knowledge of Local Government operations and understanding of the technical/IT market developments.</p> <p>Relevant Business Analysis qualifications, i.e. BSC Certificate in Business Analysis Practice or ISEB Diploma in Business Analysis are desirable but not essential.</p>
<b>Role Summary</b>	<p>Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>

<b>Reference Number</b>	BM-2026-178
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