

**Manchester City Council
Role Profile**

**Service Analyst – Change and Knowledge, Grade 7
ICT Service, Corporate Services Directorate
Reports to: Service Manager – Change, Release & Knowledge
Job Family: Technical**

Key Role Descriptors:

The roleholder will undertake a lead role in a professional, customer focused, specialist technical service which enables the delivery of organisational objectives and provides a high quality service to customers in line with internal guidelines, policies and procedures and statutory requirements.

The roleholder will lead the delivery of a range of technical projects, initiatives or work packages that comply with relevant legislation and help achieve the Council's corporate aims and objectives

The roleholder will provide specialist technical consultancy across the assigned service area to develop, design and implement customer-focused solutions for the assigned service area. They will act as a key member of the team and will ensure high standards of customer service and service delivery.

Key Role Accountabilities:

Provide an effective technical consultancy function for the assigned service area, ensuring that high quality technical solutions are delivered in line with customer or legislative requirements. Dependent on the service area, this may include software / information technology support, engineering, surveying, curating or other specialist functions.

Lead on the delivery of work packages (using project management methodology where appropriate) so that objectives are achieved, ensuring consistency in approach and compliance with appropriate internal and legislative guidelines.

Develop successful relationships and secure stakeholder commitment through negotiation and communications, both oral and written, to ensure work packages are delivered effectively and to customer requirements and agreed objectives. This will include the communication of complex technical matters.

Ensure all work carried out fits within the parameters of service level agreements, using appropriate specialist equipment / software or tools where required, in line with safe working practices and health and safety regulations.

Represent the City Council as an expert witness at enquiries, tribunals and hearings or similar proceedings where appropriate.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The roleholder will be expected to effectively co-ordinate resources to support the principals of 'joined up' communication and to ensure efficiencies are achieved.

Dependent on the service area, the roleholder may be required to work on a rota basis including out of hours as required to meet customer demand.

Demonstrate a personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.

Role Portfolio:**ICT & Digital Department**

The vision of the ICT & Digital department is “a relentless drive towards digitally empowering better outcomes for the Council and its communities using inclusive, secure & connected technologies to underpin exemplary ICT & Digital service delivery.”

The ICT & Digital department support Manchester City Council by providing technology, infrastructure, and digital services. These range from public facing websites to network operations and cloud services. This role sits within the following service area:

- **ICT Operations:** Provides the core operational function of the ICT & Digital department. It is responsible for the following IT Infrastructure Library (ITIL) functions: Service Desk, IT Operation Management, Technical Management, Platform Management and Application Support Management. ICT Operations is at the forefront of ICT service delivery and is one of the most important elements that keeps the organisation running.

A high-level summary is provided below to add scale and context to the wide variety of services provided by the Council's ICT & Digital service that is also supported by an investment plan to deliver Digital Transformation across:

- 212 Office locations inc. 27 libraries
- Circa 8000 ICT users and 96 elected Councillors
- 200+ Line of Business Applications
- 1000+ Virtual Servers hosted across resilient Cloud and On-Prem Data Centres
- 10,000+ Laptops, PC's, and associated End User Devices
- 300 printers"

The Change and Knowledge Analyst will:

- Own the end to end change process.
- Review and manage change requests.
- Undertake effective stakeholder management with a range of internal and external stakeholders.
- Set up and participate in Change Advisory Boards (CAB) meetings to review and approve changes.
- Maintain detailed records of change requests, assessments, approvals and implementations.
- Ensure that adequate documentation and support are available to the users
- Be required to ensure compliance with all IT Service Control Processes, encompassing Incident, Problem and Change Management in order to minimise the impact of major incidents and improve service quality to the highest levels expected by the stakeholders

- Assist in organising, maintaining and updating knowledge repositories and databases.
- Develop and implement knowledge sharing best practices.
- Create reports or presentations when required.
- Identify opportunities for innovation and improvement.
- Assist in developing training materials and onboarding training for new team members as required.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication Skills:** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood. Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well structured and logical way and structures information to meet the needs and understanding of the intended audience.
- **Analytical Skills:** Ability to identify patterns and trends that may impact on decisions and propose realistic conclusions identifying the risks and any assumptions made.
- **Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- **Problem Solving and Decision Making:** Ability to think laterally and take into account the root cause of a problem and the client / organisation -wide consequence of decisions made. Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
- **Creative Skills:** Ability to find creative solutions where there are no existing parameters or procedural framework
- **Strategic Thinking:** Ability to identify and prioritise objectives that are consistent with the strategic vision of the organisation.
- **ICT Skills:** Skills to configure appropriate areas of technical support in a large organisation. Skills to ensure the availability, integrity and searchability of information through the application of formal data structures and protection measures.
- **People Management:** Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.

Technical Requirements (Role Specific)

- Qualified to ITIL Foundation