**Job description**

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| **Role title:** | **Change Analyst** | **Version number:** |  |
| **Reports to:** | MBNL Network Operations Change Manager | **Directorate:** | Network Operations |
|  |  | **Location:** | Reading |
| **Organisation structure and department profile:** | A direct report into the MBNL Network Operations Change Manager. The Change Management department are responsible for coordinating all planned work on the MBNL Estate (EE and 3UK) and across the ESN network. |
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| **Role purpose:** | This role will sit within the Emergency Services Network (ESN) programme and will support the MBNL Change Manager in:Carrying out daily tasks and mailbox managementManaging network availability, emergency site access requests and changes. |
| **Key Responsibilities and Accountabilities:****(In priority order)** | * Manage the Change mailbox proactively, responding to emergency requests and queries in a timely manner
* Run reports at specific times as per requirements
* Ensure all emergency changes contain required justification, sponsorship and detail to enable MBNL approvals
* Manage Golden Site outages and ensure the Shareholder Service Management teams are notified in advance
* Assist the Change Manager in trend analysis of Permit Efficiency and Utilisation to identify areas for improvement for Small Works Contractors
* Ensure outages requested are realistic and aligned to the type of activity being completed to minimise availability impacts
* Proactively monitor and measure network availability thresholds and quotas
* Assist the Change Manager in trend analysis of Change KPIs to identify areas for improvement for Change Owner and Implementer groups
* Attend Weekly Change Review Boards
* Attend Daily / Weekly Network Availability meetings
* Perform impact and risk assessment of changes to ensure minimal disruption to services and customers
* Identify areas for improvement in the Availability, Change, Site Access and Lockdown processes.
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| **Key Challenges:****(in priority order)** | * Mailbox to be kept up to date
* All email processed within two hours
* Reports to be produced and distributed as per the schedule
* Network Availability kept in line with contractual obligations.
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| **People Management:** | **Line Manager?** | No |
| **Virtual (project) Manager of people?** | Virtual influence of staff within the Managed Service Provider. |
| **Responsible for:**allocation of work (task based)setting direction (objective based)performance managementrecruitmentabsence management | nonononono |
| **No of direct reports:** | None |
| **Overall team size (headcount):** | N/A |
| **Key Relationships:****(level, nature and purpose)** | **Within own function:*** **Level:** Manager and functional heads
* **Nature:** Communicate, consult, inform and advise
* **Purpose:** To support ESNs requirements surrounding availability management.

**Across other function:*** **Level:** Functional heads
* **Nature:** Communicate, consult, inform and advise
* **Purpose:** To ensure ESN requirements and KPIs are fully understood across the business.

**External suppliers:** * **Level:** Peers / Managers across MSP and Third Parties
* **Nature:** Negotiate, influence and consult
* **Purpose:**  To ensure ESN requirements and KPIs are satisfied.

**External customers:*** **Level:** Peers / Managers
* **Nature:** Communicate, consult, inform and advise
* **Purpose:** To assure the Customer that the ESN Service is being managed proactively in their interests.
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| **Critical Knowledge and Experience (non-time related):** | **professional / technical*** A level or relevant degree level. Can demonstrate a high work effect.
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| **must have:** | * Must have proven experience of Change / Service Management, in an IT / Telecoms related role
* Excellent Communication skills (written and oral) – especially around questioning
* Good computer and software package knowledge – Excel (Advanced), PowerPoint.
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| **nice to have:** | * RAN experience preferential
* Release Management Experience
* Should have experience of IT Service Management tools.
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| **business / context*** Ability to facilitate relations between peers, suppliers and customers.
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| **must have:** | * Must be able to learn, understand, and apply new technologies and practices
* Experience working both independently and in a team-oriented, collaborative environment is essential
* Good interpersonal, written, and oral communication skills.
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| **nice to have:** | * Able to effectively prioritise and execute tasks in a high-pressure environment
* Can adapt to shifting priorities, demands, and timelines using analytical and problem-solving capabilities
* Excellent relationship building skills
* Customer focused and business aware
* Proven ability to turn vision into reality
* Solid negotiation skills
* Tenacious, self-motivated and able to work unsupervised
* Deadline-oriented and able to meet targets and goals.
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| **Any other comments:** | * ITIL Foundation Certified (v3) or able to demonstrate the ability to achieve this qualification with minimal training
* Understanding of and passion for Service Delivery
* Strong IT / RAN awareness
* Ability to understand technology at a high level.
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