

Job Description

Job title:	Business Change Analyst
Reports to:	Change & Innovation Manager
Direct reports:	n/a
Location:	Manchester City Centre
Purpose of the role:	To support the Change & Innovation Manager to ensure urbanbubble group maintains documentation on the service we offer via process and procedure documents adhering to industry standards and requirements. To support design and manage a suite of strategic company KPI reports to ensure adherence to company vision, values and mission and a suite of operational KPIs to measure process compliance.
Responsibilities:	<p>Process Design and Documentation</p> <ul style="list-style-type: none">• To report to the Change and Innovation Manager - Ensuring a complete suite of process guides, procedural documents and training guides are in place for all areas within urbanbubble group managing a robust change programme to ensure the documents remain updated and changes communicated with key stakeholders.• To plan logistics of group workshops internally to discuss process gaps and improvements encouraging engagement in the processes and innovation – following through actions to completion.• To design and deliver training within remit to support processes being properly embedded and delivered.• To ensure processes comply with industry standards – escalating complex points of regulation or legislation.• To continually review and update process documentation to ensure compliance to industry standards and evolving internal needs. To fully communicate all changes and ensure processes are understood and followed.• To complete regular checks of process output data to ensure compliance and irregularity is feedback to relevant stakeholders for effective change. <p>System Champion</p> <ul style="list-style-type: none">• To be a system expert on any assigned business system, ensuring networking within the market and with the system providers to keep knowledge fresh.• To ensure data compliance and control is in place for all data.• To effectively manage system security and customisation for ease of system use for all users.• To work with system providers on change program to ensure faults and development are considered and managed appropriately via helpdesk and account management.• To maintain customer portal – registration process and ensuring function of portal designed with a focus on customer excellence and cost efficiency from self-managed enquiry handling.

- To manage new property set up and integration onto system.

Business Operation KPI's

- To support operational team to design and develop departmental KPI's to ensure process compliance aligned with strategic goals.
- To create accurate and timely KPI reports distributed to relevant stakeholders including business highlights.

Business Organisation

- To manage Change meeting minutes and actions to completion.
- To support change management plan for organisation.
- To project manage the integration of new business into the urbanbubble family.
- To provide cover for the Technical Change Analyst.

Critical skills required:

- Qube Residential Property Management System knowledge essential.
- Communication Skills – Verbal and Written
- Process Design
- IT Literate – competent with all Microsoft applications and a passion for System Development
- Stakeholder Management and Influencing
- Organisation skills and time management, with a close attention to detail.
- Project Management.

Critical knowledge required:

- Business, Industry and Customer Understanding.
- Comfortable with statistics and figures.

Personal Profile

Qualifications required:

Essential:

- Good basic standard of education

Desirable:

- Degree level education.
- IRPM foundation level (or willingness to work towards)

Experience required:

- Project Management
- Change Management
- Customer Service
- Knowledge of Residential Management Property Management System is desirable

Attitude/approach

- Confident & Engaging
- Credible
- Positive and Can Do
- Cares about detail and accuracy and committed to get the job done.

Date of description:

September 2017