

## Job Description

<b>Job title:</b>	<b>Business Change Analyst</b>
Reports to:	Business Support and Change Manager
Direct reports:	n/a
Location:	Manchester City Centre
Purpose of the role:	To support the Business Support and Change Manager to ensure the 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><b>Process Design and Documentation</b></p> <ul style="list-style-type: none"><li>• To report to the Business Support and Change 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.</li><li>• 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.</li><li>• To design and deliver training within remit to support processes being properly embedded and delivered.</li><li>• To ensure processes comply with industry standards – escalating complex points of regulation or legislation.</li><li>• 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.</li><li>• To complete regular checks of process output data to ensure compliance and irregularity is feedback to relevant stakeholders for effective change.</li></ul> <p><b>Business Operation and Strategic KPI's</b></p> <ul style="list-style-type: none"><li>• To support the management team to design and develop strategic company KPI's to ensure focus and visibility to management group.</li><li>• To support the operational team to design and develop departmental KPI's to ensure process compliance aligned with strategic goals.</li><li>• To create accurate and timely KPI reports distributed to relevant stakeholders including business highlights.</li></ul> <p><b>Business Organisation</b></p> <ul style="list-style-type: none"><li>• To manage Business Support and Change Manager Diaries,</li></ul>

meeting minutes and actions to completion.

- To support change management plan for organisation.
- To provide business support for Senior Management Team as required.
- To project manage the integration of new business into the urbanbubble family.
- To provide cover for the Technical Change Analyst and Bubble Ambassador as required.

Critical skills required:

- 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.
- Knowledge of Property Management systems desirable (such as Qube, Yardi).

## 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

Attitude/approach

- Exhibits behaviours that support the values of the business
- Confident & Engaging
- Credible
- Positive and Can Do
- Cares about detail and accuracy and committed to get the job done.

urbanbubble requires people who are professional, hardworking, innovative, passionate; who are effective in their roles and who truly engage with the customer.

Date of description:

August 2017