

Role Title	Change and Release Manager				
Job Family	Digital, Data and Technology	Sub Category	IT Operations	Grade	C4
Behaviours	<ul style="list-style-type: none"> Making Effective Decisions Communicating and Influencing Managing a Quality Service Leadership Charter 				
Purpose	To ensure that technical changes to IT Services are managed effectively, with minimal disruption to services.				

Key Accountabilities

- Manage the performance of the change and configuration management teams;
- Manage customer expectations, ensuring the customer and key stakeholders are aware of any risks and/or changes that might affect the overall delivery of their Services;
- Plan and organise all activities to coordinate releases and interdependencies;
- Identify and understand risks to the delivery of services and act to minimise or mitigate any risk to service delivery to customers;
- Provide regular management information to report change activity;
- Continually assess processes and make improvements

Authority and Scope

- Point of escalation and decision point for all technical changes;
- Ensure that technical changes follow agreed processes and use appropriate tools;
- Ensure the team's operations are aligned with relevant ISO standards and FCDO Services policies;
- Line manage a small team

Skills

- Asset and configuration management;
- Change and release management;
- Customer service management;
- Risk management;
- Facilitation;
- Governance;
- Line management;
- Lead in a matrix structure;
- Planning and organising;
- DDaT Role: Change and Release Manager

Internal and External Communications

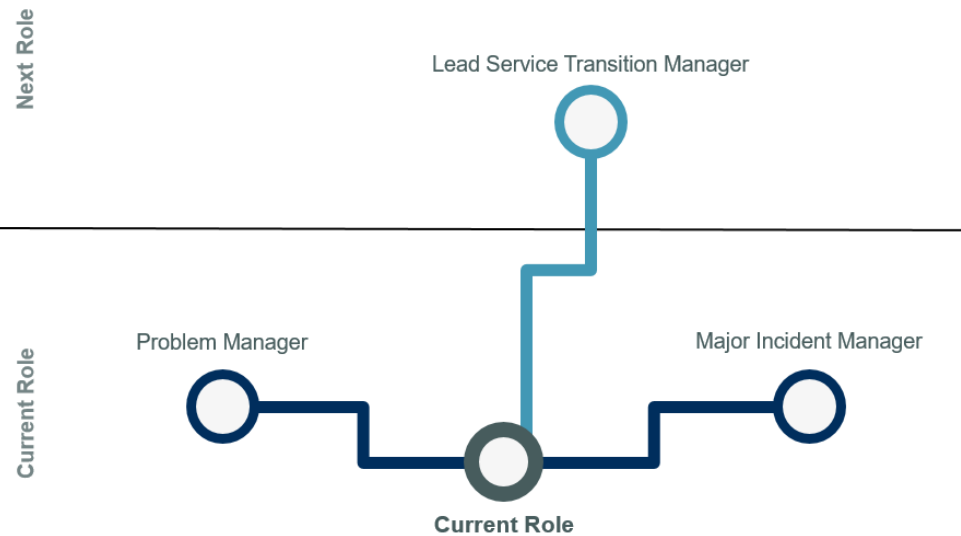
- Manage relationships with multiple stakeholders, acting as focal point and lead for all technical change, with both customers and internal teams;
- Chair the Change Advisory Board (CAB)

Qualifications, Knowledge and Experience

Essential

- NVQ Level 3 qualifications (A level/AS level/HNC) Preferably in a Computer Science, Computer Systems, Networking / Digital Data Communication or Science, Technology, Engineering or Mathematics (STEM) subjects or relevant job experience.
- ITIL Foundation level Certification;
- Record of delivering results and meeting targets;
- IT technical understanding

Potential Next Career Moves



Desirable

- Knowledge of operating IT systems within Government environments;
- ITIL Managing Professional / Intermediate certified in service transition and/or release control validation;
- Working knowledge of ISO9001, ISO20000 & ISO270001;
- Agile Methodologies Foundation, BCS Agile Foundation Certificate or equivalent accreditation or relevant job experience

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DDaT Essential

<https://www.gov.uk/government/publications/change-and-release-manager-skills-they-need/change-and-release-manager-skills-they-need>

Skill	Skill level
Change management	Expert
Community collaboration	Practitioner
Incident management	Working
Ownership and initiative	Working
Problem management	Working
Service focus	Working
Understanding of service management framework	Awareness
User focus	Working

DDaT Desirable

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Skill	Skill level
Asset and configuration management	Expert
Availability and capacity management	Working
Broad technical understanding	Working
Continual service improvement	Working
Continuity management	Awareness