

# United Kingdom Jobs Expertini®

## **Business Change Consultants (Project Managers, Service Delivery Managers, Business Analysts)**

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Company: CGI

Location: United Kingdom

Category: computer-and-mathematical

### **Position Description:**

Locations: Gloucester, Bristol, Chippenham, Reading, London, Leatherhead, Leicester, Manchester

CGI was recognised in the Sunday Times Best Places to Work List and has been named one of the 'World's Best Employers' by Forbes magazine. We offer a competitive salary, excellent pension, private healthcare, plus a share scheme (3.5% + 3.5% matching) which makes you a member not just an employee. We are committed to inclusivity, building a genuinely diverse community of tech talent and inspiring everyone to pursue careers in our sector, including our Armed Forces, and are proud to hold a Gold Award in recognition of our support of the Armed Forces Corporate Covenant. Join us and you'll be part of an open, friendly community of experts. We'll train and support you in taking your career wherever you want it to go.

The Space, Defence and Intelligence business unit in CGI is a true IT Systems Integrator. We work, build, and operate bespoke, technically complex, mission-critical systems which help our clients keep us all safe and secure. We bring innovation to our clients using proven and emerging technologies, agile delivery processes and our deep expertise across the breadth of space, defence, intelligence, aerospace and maritime, all underpinned by our end-to-end cyber capability. We work collaboratively with global technology companies, cutting edge

SMEs and academia to deliver the optimal solution for each client.

We are looking for talented Project Managers, Programme Managers, Service Delivery Managers Business Analysts to join the team and support us in creating mission critical solutions for our exciting range of projects and programmes within the defence and space domain.

Please note we are only accepting applications from individuals who currently hold UK Security Clearance.

**Your future duties and responsibilities:**

Project Managers

As a Project Manager you will:

- Lead your project(s) to deliver outcomes within time, cost and quality constraints,
- Manage and lead team members day-to-day and keep key stakeholders up to date, building and maintaining those relationships.
- Take responsibility for selecting and applying appropriate methodologies, drafting business cases and project documentation along with building and tracking project plans.

Service Delivery Managers

As a Service Delivery Manager you will:

- Be accountable for all IT and related services provided by to our clients.
- Be responsible for the full-service lifecycle including internal and external service support and service delivery.
- Deliver one or more service contracts, ensuring that SLAs are met consistently or exceeded whilst establishing and/or maintaining and improving an existing service delivery plan, including creating and controlling the budget and securing appropriate resources.
- Create accurate reports on contract and financial status internally and externally in accordance with agreed standards, including providing accurate and timely management summaries.
- Identify, track and manage risk, propose and implement remedial activities and plan to ensure SLAs continue to be met whilst leading and managing teams.
- Develop the client relationship, executing improvements and securing the improvement

within the service delivery.

## Business Analysts

As a Business Analyst you will:

- Lead and support digital transformation for clients.
- Use your skills to help clients realise opportunities to increase business agility and deliver early, incremental value.
- Contribute across the wider team, assisting others, sharing knowledge, and supporting a culture of continuous learning and improvement.
- Work with product managers on breaking down requirements and running/participating in requirement gathering sessions with internal and external stakeholders.

### **Required qualifications to be successful in this role:**

You will be a proven Programme Manager, Project Manager, Service Delivery Manager or Business analyst who has excellent stakeholder management skills and a track record of delivering complex projects to clients.

Desirable: background within Space or Defence domains.

#LI-JS2

#LI-Hybrid

### **Skills:**

Change Management

ITIL

Transition Management

Transition management

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