

Change Analyst

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Company: CDL Software

Location: United Kingdom

Category: life-physical-and-social-science

Are you a master of adaptability with a keen eye for detail? Are you passionate about driving organisational transformation through technology? Join our dynamic team at CDL as a Change Analyst and play a pivotal role in implementing and managing changes across our business.

We're seeking an analytical thinker who thrives in a fast-paced environment and is eager to facilitate seamless transitions for our clients.

If you're ready to make an impact and be at the forefront of innovation, we want to hear from you!

The Role To work with Team Leaders and Managers across the company to ensure that Changes are delivered following CDL policy processes and best practice.

Position in Organisation

Reports to Change Manager.

Facilitation across different business areas to coordinate change request functions.

Direct contact with senior internal and external customers.

Provides cover for CDL Release Analysts when required.

About CDL

CDL is one of the UK's leading software development houses, employing over 600 people at

its campus in Stockport. It has a consistent history in the high-volume retail insurance sector. CDL has spearheaded developments in the aggregator, web and telematics space, including connected home, enrichment and self-service solutions. As a result, the company's robust and innovative technologies have enabled its customers to thrive in the highly competitive UK insurance marketplace. We have built a collaborative and creative culture where we employ agile techniques to deliver our pace-setting applications. We pride ourselves on cultivating an inspiring working environment with our employees at the heart of our company. Department Service Management Employment Type Permanent - Full Time Location North West UK - Hybrid Workplace type Hybrid This role's hiring manager: Jed Shaw

Key Responsibilities

Coordinate Changes:

Coordinate change requests and check the CRs for quality and quantity of information

Draft client communications in line with the Change Management policy on notice periods and answers any client queries that arise

Administration of changes in flight, ensuring approvals are completed in good time and that the status of changes are updated according to actions taken

Work with the Change Manager to understand the impact of failed changes on clients and arrange and minute the PCR (Post change Review)

Administration and Minute taking of CDLs twice weekly Change Control Board (CAB)

Works with the Change Manager to understand the requirements for Emergency, Fast Track and Standard Changes and advises stakeholders on the appropriate use of these

Participate in Client Change calls, ensuring that the relevant reports have been generated and distributed

Refine Change Processes:

Input into the continuous service improvement (CIS) cycle of the change processes working under the guidance of the Change Manager.

Work with CDL stakeholders and clients to ensure the change process is appropriately documented, communicated and understood.

Understand underlying procedures and document as appropriate.

Monitor efficiency and effectiveness:

Provide management information on change to clients and senior management as required.

Carry out regular reviews of the change processes with CDL stakeholders and clients.

Identify and recommend service improvements based on stakeholder feedback and observations

Ensure all IT teams follow Change Management Process:

Assist the Change Manager in completing regular audits of the change process.

Review incident logs caused by changes to identify occasions where process has not been followed.

Highlight any repeated non-conformance to relevant team leaders and the change manager where appropriate.

Contribute and help develop Service Management initiatives.

Work alongside the Change Manager to prevent “unauthorised changes”

Personal Development:

Identify and discuss any training required to increase knowledge and skills to carry out the full scope of the role.

Take ownership for personal development.

Skills Knowledge and Expertise

Educated to A level standard or equivalent.

ITIL V4 or V3 Foundation qualification is desirable but not essential.

Computer literate and experienced user of MS Outlook, Word, Excel.

Proven ability and experience of using ServiceNow or other ITSM tool.

Proven ability and experience of providing a high level of customer care.

Ability to prioritise and organise workload.

Excellent communication skills.

Accepts ownership and takes responsibility.

Benefits

Hybrid Working (2+ Days a Week in the office)

Flexible hours

25 days holiday to start, increasing by 1 day per 1 year of service up to 30 days.

Top employer for 8th year running

Excellent training and development platform

Opportunities for career progression

Health and Wellbeing programme

Virtual activities, lunch and learns, coffee mornings and meetups.

Life and health assurance

Electric Vehicle Scheme

Established Recognition Award System

Great Parental Benefits

Diversity and Inclusion network

Pension scheme

Community projects and volunteer days

Refer a friend bonus

Campus Benefits:

On-site free parking

Open plan modern offices

Quiet Spaces are also available

Shuttle bus to and from the station

Subsidised restaurant

Games room and chill out zone

Annual Hackathon & Deep Racer Events

Social activities, regular social events through our social group Xtra, including a summer BBQ, competitions, bowling, go-karting, football games, Winter party and much more!

Car wash, barber, yoga classes, boot camp and massage services all on site

Cycle to work scheme

Shower and dry rooms

Diversity and inclusion

We're on a journey to keep innovating, that means welcoming new ideas and ways of thinking.

CDL recognises that building a diverse workforce is critical to the success of our business.

We strongly encourage applications from a diverse talent pool and welcome the opportunity to discuss flexibility requirements and workplace adjustments with all our applicants.

About CDL Software

The UK's biggest insurance retailers rely on CDL's trend setting solutions to drive success and growth. Our ambition and commitment has produced a track record of delivering exactly that. The result is a client base that includes some of the most profitable insurance operations in the UK.

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